

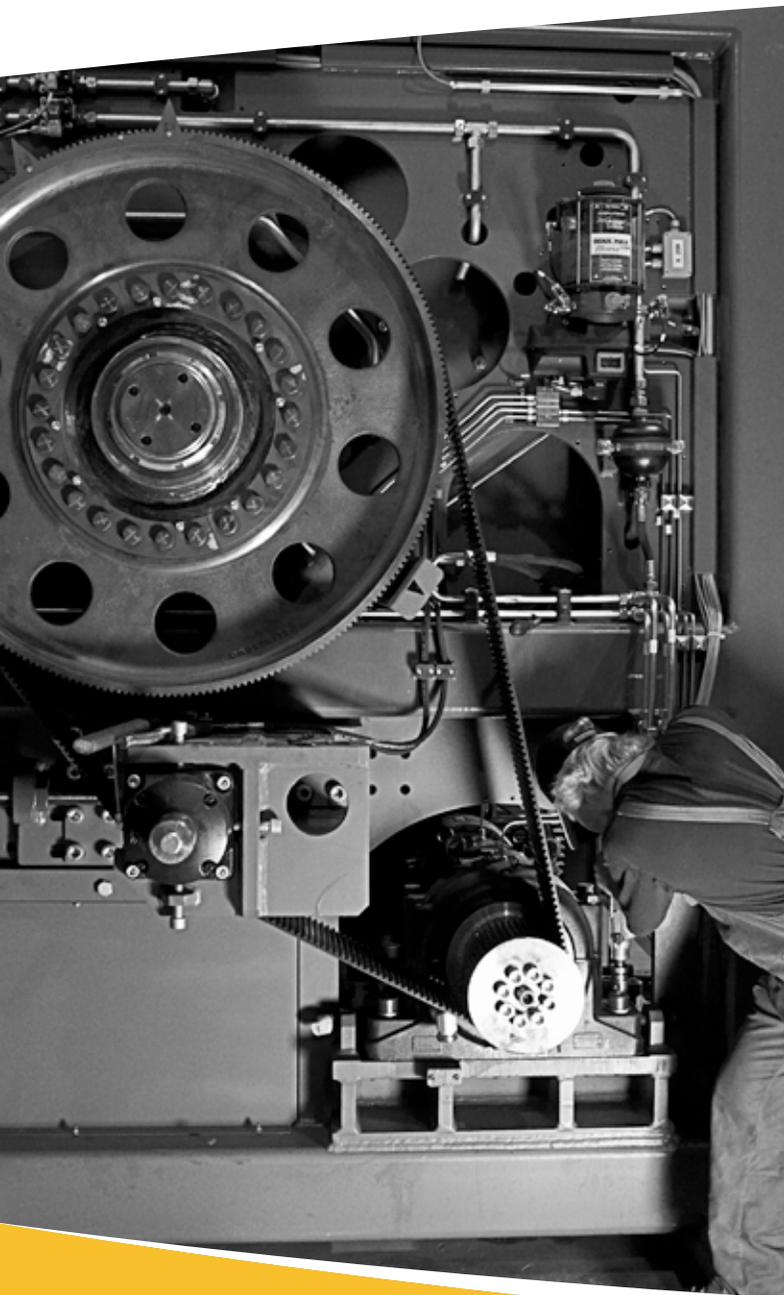


shredding technology

The reliable brand!



UNTHA LIFETIME SUPPORT



RELIABILITY THROUGHOUT THE LIFETIME OF YOUR UNIT

For UNTHA, reliable customer support is a key priority, right from the word go. With UNTHA Lifetime Support, we are taking our idea of customer support one step further. All UNTHA customers may now count on uncompromising support and assistance throughout the lifetime of their machine, making sure that UNTHA machines do exactly what they are meant to do – shred reliably.

UNTHA LIFETIME SUPPORT

PRODUCT

- > Professional commissioning
- > Regular inspection and maintenance
- > Quick fault detection
- > Performance-enhancing optimisation and improvement
- > Speedy repair and maintenance

SERVICE

- > Worldwide servicing network
- > Competent advice
- > Short reaction times
- > Comprehensive training programmes
- > Lucrative added-value programmes

SPARE AND WEAR PARTS

- > 100% original UNTHA parts
- > Prompt delivery
- > Lifelong spare parts availability
- > Wear costs optimisation
- > Efficient order processing

PRODUCT



PROFESSIONAL COMMISSIONING

If you wish, you may handle the commissioning of UNTHA products yourself. However, we recommend using a competent UNTHA service technician or an authorised UNTHA service partner. That way, you can be absolutely sure that your shredder is optimised for your specific working environment from the very first.

At the same time, you have the opportunity of getting to know the machine and learning more about its operation, opening up the way for the smooth, efficient running of your unit.

PERFORMANCE-ENHANCING OPTIMISATION AND IMPROVEMENT

There is often no need for an all-new machine. We are happy to optimise your existing unit, adapting it to new requirements, working environments or processes.

Refittings and/or modernisations and updates can frequently be a cost-effective, sensible alternative to purchasing a completely new unit. In this way, the productivity of a machine may be increased efficiently, using just a few simple alteration techniques.



REGULAR INSPECTION AND MAINTENANCE

Regular maintenance will greatly prolong the lifespan of your machine and reduce the risk of unscheduled downtime. This is an investment that is guaranteed to pay off! Qualified UNTHA staff will be happy to handle this aspect on your behalf.

Your benefits from the attractive „UNTHA Carefree Pack-ages“ include increased safety and savings of both time and money. For UNTHA maintenance customers, regular inspection and maintenance activities are available at an attractive annual flat rate.



QUICK FAULT DETECTION

In case of machine failure, the speedy detection of the cause of the failure is essential. After all, unscheduled downtime is a costly business. The trained eyes of our experienced technicians detect faults at a glance, making it possible to initiate efficient countermeasures immediately.

There is also the possibility of installing a permanent monitoring system, with the goal of detecting a fault before it has even happened.

SPEEDY REPAIR AND MAINTENANCE

We don't do downtime: In our books, problems are there to be fixed. Our service technicians are known for getting machines up and running again within no time at all.

Based on their advance diagnosis, we will repair your unit quickly and professionally, either on site or in our state-of-the-art service centre.



SERVICE



WORLDWIDE SERVICING NETWORK

When you purchase an UNTHA shredder, you can count on an international service network that offers reliable customer support as well as competent, efficient help whenever you need it.

Our network of UNTHA locations and authorised sales and service partners spans no less than 40 countries.

COMPREHENSIVE TRAINING PROGRAMMES

Our in-house UNTHA Academy is a highly successful training platform for customers, sales partners and service staff, where a range of modular training programmes are offered on a regular basis, reaching from product and service training to highly specific topics.

Our trainers come with plenty of field experience in different areas of the company.



COMPETENT ADVICE

With UNTHA, you are in the best of hands. When we say Lifetime Support, we mean it: The goal is to support and assist our customers throughout the lifespan of their machine.

Our highly experienced employees know our products inside out and have learned their trade from scratch. Even for highly complex problems, we offer competent advice and support.



SHORT REACTION TIMES

We know that for our customers, every minute counts. For this reason, we are constantly working on providing you with fast, efficient solutions. Customers appreciate our short reaction times that allow us to process enquiries and requests as soon as we receive them.

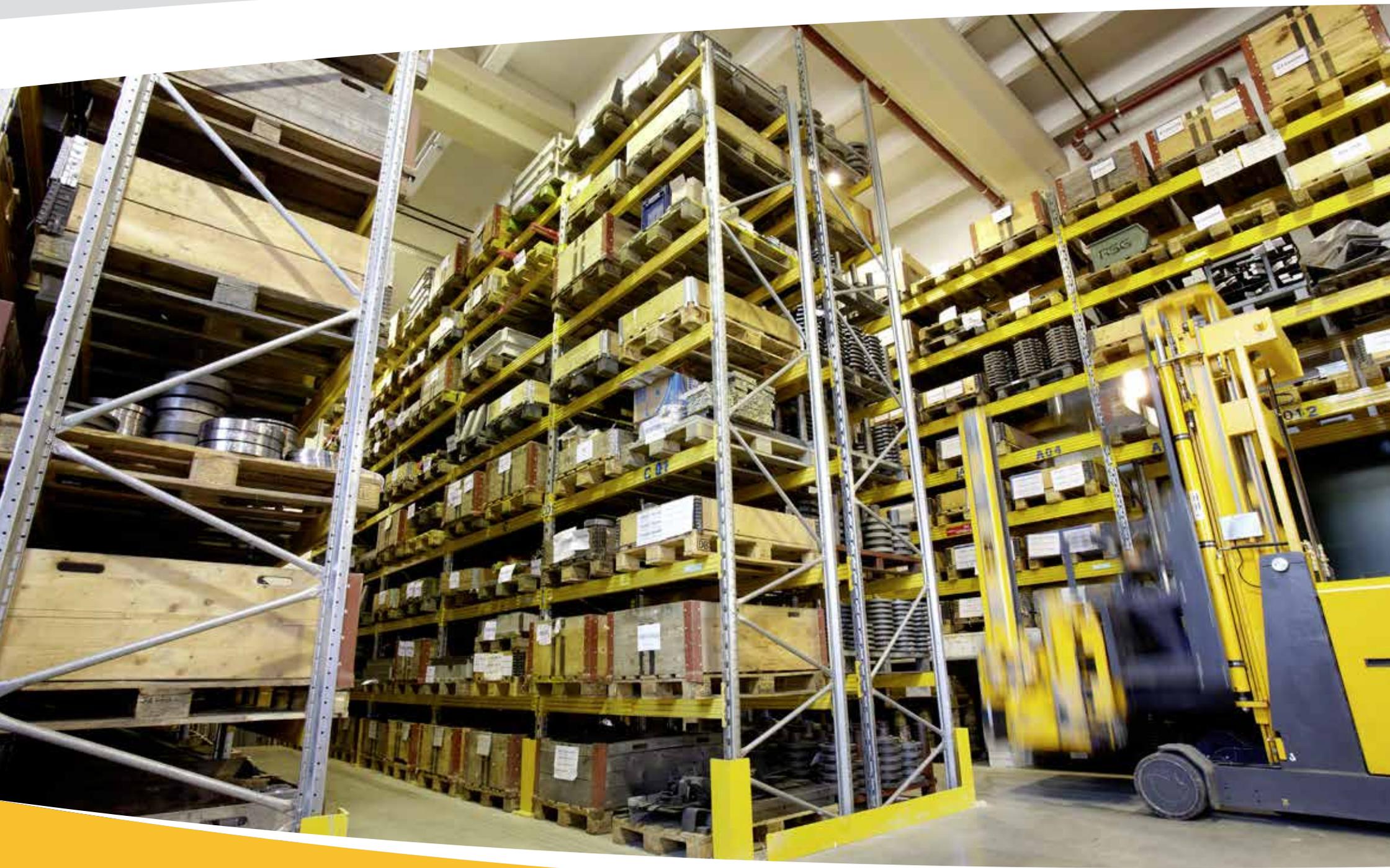
As our customer, you can count on short, reliable service calls, quick order processing and punctual delivery.

LUCRATIVE ADDED-VALUE PROGRAMMES

We offer more to our customers. UNTHA added-value programmes bundle lucrative offers with attractive price advantages exclusively for our customers.

They include Carefree Packages, loyalty programmes, bonus systems and promotions. When you purchase an UNTHA machine, you may also benefit from our versatile programmes.





SPARE AND WEAR PARTS



100% ORIGINAL UNTHA PARTS

Original UNTHA wear and spare parts are precise, custom-fit and high-grade serial parts made in a state-of-the-art manufacturing process and subject to ongoing, strict quality controls.

You may thus be sure that the high level of availability of your machine will be maintained over many years.

WEAR COSTS OPTIMISATION

We are always happy to help you lower your wear and operating costs. Depending on the machine type and the area of application, we can handle the spare parts management for you.

The perfect opportunity for you to benefit from our extensive experience and tried-and-tested concepts. Whether we are talking about highly wear-resistant parts, hard-facing or interval concepts – we always have a solution that fits!



PROMPT DELIVERY

Thanks to our comprehensive warehouse stock and our state-of-the-art logistics concept, you can be sure that any spare and wear parts will be delivered promptly.

No matter where in the world you are located – our worldwide sales and service network works promptly and reliably.



LIFELONG SPARE PARTS AVAILABILITY

Owners of a UNTHA shredder may count on all parts being available at all times. The spare and wear parts of our serial machines are extensively documented.

This means that you can always order the right part using the article number in the operating manual, independent of the age of your machine.



EFFICIENT ORDER PROCESSING

Our competent customer service team will handle your order personally, making sure that it is processed efficiently and reliably, using the latest ERP and CRM systems.





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