

## **UNTHA Service Competence Center**

### **Professional customer service provided by the manufacturer: a lifelong relationship**

**“Our service – your success”. True to this motto, the UNTHA Service Competence Center has been relaunched. Additional manpower, a new location and an extended service portfolio all aim at ensuring that the after-sales service provided by UNTHA shredding technology is even closer to its customers, and thus even better positioned to promote their success.**

The purchase of an UNTHA shredder is something like the start of a lifelong relationship. Just like in real life, the secrets are communication, ongoing investments in the relationship, and nipping problems in the bud as soon as they manifest themselves. As a manufacturer of premium products, UNTHA also wants to live up this standard when it comes to customer service. Downtime or disruptions can cause enormous costs. It is thus particularly important to the company that customers are able to rely on professional service given directly by the manufacturer. The UNTHA support engineers know the shredders that leave the UNTHA plant better than anyone else. They will support and guide the customer throughout the product lifecycle of the machine and are the first ports of call for all concerns.

#### **New location**

With this in mind, UNTHA has further extended its service portfolio as well as its capacities. This has also created the need for more space, which is why the Service Competence Center moved to a new location in the immediate vicinity of the UNTHA Headquarters in Kuchl several months ago. An area of 850 sqm now houses the workshop, the spare parts sales service and the repair service, all under one roof. A total of 30 service engineers take care of customer concerns, from service requests to spare parts deliveries, engineer call-outs and other services.

#### **UNTHA original spare parts**

The extensive spare parts warehouse is a key element of the UNTHA Service Competence Center, as it ensures that the most important components are always available in sufficient quantities. After all, only original UNTHA spare and wear parts ensure the optimal interplay of all components, and thus the highest possible level of reliability for the shredder. In addition, a well-stocked warehouse makes for short delivery times. With original spare parts, UNTHA customers always enjoy state-of-the-art technology. Using original spare parts also protects warranty claims, and their guaranteed availability minimises unplanned downtime.

#### **Wide range of UNTHA services**

Every solid relationship needs a good start. The professional installation and commissioning by the manufacturer means operators can be absolutely sure that their shredders are ideally adapted to the on-site conditions from the very first day. This also includes on-site staff training in operating the machine. To keep the relationship alive, regular inspections are carried out, increasing availability and reducing the risk of unplanned disruptions. Regular maintenance also ensures the long lifespan of the machine as well as its performance and reliability. Operators can rest assured that all maintenance activities are performed by highly qualified, experienced UNTHA service engineers. With the UNTHA Carefree Packages, the company has compiled service packages that are attuned to the customer's individual requirements. The packages range from inspection to on-time maintenance all the way to flat-rate full-service bundles.

### **NEW: Hard-facing service provided by UNTHA**

A particularly attractive offer for operators keen to save on wear costs is the UNTHA hard-facing service for cutting systems. The new hard-facing line guarantees that precious cutting tools are kept at their original dimensions, with a service provided directly by the manufacturer. This creates potential savings of up to 50 percent, compared to a new purchase.

### **UNTHA shredding technology**

Reliable shredding technology that goes back more than 50 years!

UNTHA shredding technology develops and manufactures customised, reliable shredding systems that are used in a wide range of applications, from material recycling to the processing of residual and waste wood and the reprocessing of waste to produce alternative fuels. In this way, the company makes an important contribution towards the conservation of resources and the sustainable processing and reduction of waste.

The company was founded in 1970 and is headquartered in Kuchl near Salzburg. UNTHA has more than 300 highly qualified employees and a worldwide sales network that spans 40 countries on all continents. Placing it among the world's leading manufacturers in this growing, future-orientated industry.

#### Press contact:

Sandra Hribernik

UNTHA shredding technology

Kellau 141

5431 Kuchl

Tel.: +43 (0) 6244 7016 365

Mobile: +43 (0) 664 83 09 449

Mail: [sandra.hribernik@untha.com](mailto:sandra.hribernik@untha.com)

Web: [www.untha.com](http://www.untha.com)