



shredding technology



UNTHA SERVICE COMPETENCE CENTER
OUR SERVICE – YOUR SUCCESS



Table of contents

Reliability throughout the lifetime of your unit	02
UNTHA Service Competence Center	03
Service Helpline and Support Levels	04
UNTHA Carefree Packages	05
User training	06
Inspections	07
Installation and set-up	08
Maintenance	09
Repair and upkeep	10
Original UNTHA spare and wear parts	11
Change of cutting units, change or rotation of indexable cutters	12
Hardfacing	13
Modernisation and optimisation	14
Reconditioning service	15
Return of old machines	16
Supervisory operations	17
Remote Service	18
MyUNTHA customer portal	19
Exchange service for components	20
References	21

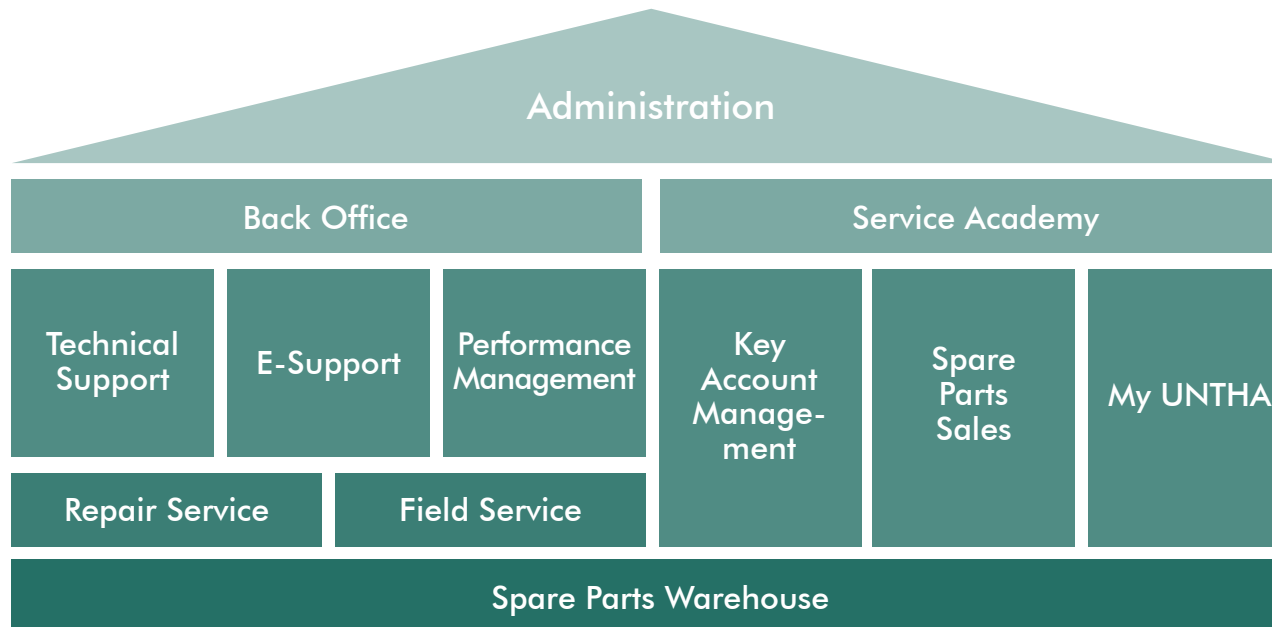
Reliability throughout the lifetime of your unit!



UNTHA shredders are used around the world and are valued for their longevity and reliability. But when there is a sudden stoppage or when unexpected challenges arise, our experts will ensure that help is quickly provided.

With UNTHA Lifetime Support, we will support you for the product’s whole lifecycle and offer you comprehensive service products to ensure the highest possible availability of the machine. From regular maintenance work to the supply of original spare and wear parts or our individual carefree packages, we make sure that UNTHA machines are ready for use at all times and do what they were made to do – shred reliably.

UNTHA Service Competence Center



UNTHA Service Helpline

Phone +43 6244 7016 418
Fax +43 6244 7016 83
Email service@untha.com
Web www.untha.com

Mon–Thu: 7:30am – 5pm
Fri: 7:30am – 12pm

To be able to process your order properly,
we would ask you to please have the
following information ready:

- ✓ Serial number
- ✓ Machine type
- ✓ Hours of operation
- ✓ Serial number of components (if applicable)
- ✓ Year of manufacture

Service Helpline

Prompt assistance for problems and questions

When you buy an UNTHA shredder, you enter a long-term partnership. Our experienced support engineers will support and accompany you throughout the product lifecycle. They know your shredders down to the smallest detail and will be your first point of contact for problems, service enquiries, deliveries of spare parts or other services.

ADVANTAGES

- ✓ Quick and competent assistance directly from the manufacturer
- ✓ Available worldwide and free of charge
- ✓ Highly specialised support professionals will always find a suitable solution
- ✓ No waiting on hold – just immediate connection to first level support
- ✓ Reduced machine downtimes due to quick assistance
- ✓ Increase in availability of machines and reduction of operational costs

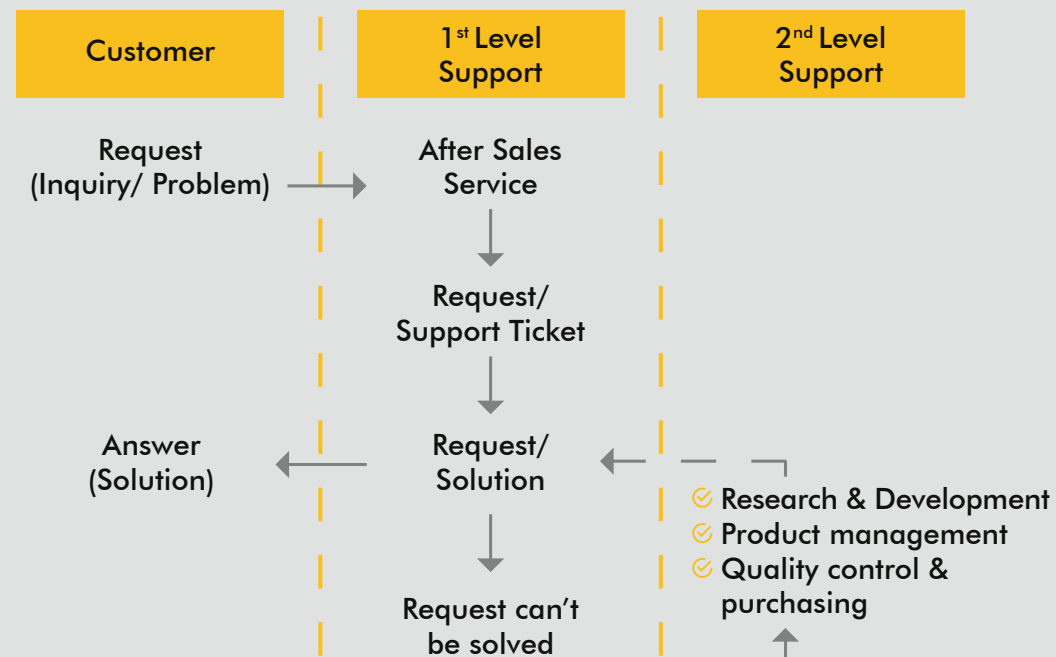
Support Levels

1st Level Support

A highly qualified team of service engineers guarantees fast, competent solutions to any problem.

2nd Level Support

If your issue is particularly complex, our specialists from the individual technical departments will provide you with a solution.





UNTHA carefree packages

Because failure safety is the most important

Nothing is more frustrating than a production machine stopping unexpectedly. To ensure the highest degree of reliability and maximum effectiveness across your shredder's whole lifecycle, we offer you service packages tailored to your requirements. The scope of the services ranges from inspection to timely maintenance to full service at a fixed price.

ADVANTAGES

- ✓ Maximum production safety and low risk of failure
- ✓ Plannable costs and deadlines
- ✓ Optimum machine performance
- ✓ No effort required for planning or coordination by the customer
- ✓ UNTHA knowledge is always up to date
- ✓ Savings thanks to favourable terms
- ✓ Relieve from the burden of carrying out maintenance yourself
- ✓ Preservation of the function and value of your machine!



User training

Qualified training for your operating personnel

An important factor in the success of a business is well-trained personnel. Therefore, we offer your employees comprehensive user training. Explanation of functions, operation and maintenance, troubleshooting as well as tips and tricks are the basic elements. Practical exercises complete the training. The user training sessions can be held at your premises or in our company training rooms.

ADVANTAGES

- ✓ Individual, adapted training contents depending on your requirements
- ✓ Your employees will be brought up to the latest standard of knowledge
- ✓ Your employees will receive information on the latest developments, technologies and trends
- ✓ Professionally trained employees will bring your business sustainable success
- ✓ Optimised operations lead to higher workload, fewer downtime periods and increased profitability

Inspections

Regular checks reduce expensive machine failures

Regular inspections of the shredder increase its availability and reduce the risk of your machine failing unexpectedly. Our very experienced service engineers will check the condition of your shredder and give you expert recommendations on its use. In doing so, necessary service work can be planned on time before an unexpected downtime.

ADVANTAGES

- ✓ Increased machine availability and productivity
- ✓ Quick overview of the machine's current condition
- ✓ Qualified inspection report
- ✓ Basis for decisions concerning further investments
- ✓ Brief downtime periods result in low costs
- ✓ Plannable deadlines and costs
- ✓ Tips and tricks from the manufacturer



Installation and set-up

Professional support for a seamless start

A professional installation and set-up by the manufacturer gives you the security that your shredder will work optimally in the on-site conditions from the first day. Your employees will also be provided with optimum training on how to operate the machine. Thus, nothing will stand in the way of your machine operating seamlessly and efficiently.

ADVANTAGES

- ✓ Low downtime and start-up costs, quick set-up
- ✓ Prevention of loss of quality and loss due to defective goods from the beginning
- ✓ Immediate support from UNTHA specialists on site
- ✓ An optimum and seamless start thanks to a qualified briefing
- ✓ Quick to reach peak performance and maximum cost-effectiveness





Maintenance

Regular maintenance works ensure a long lifespan for the machine

To guarantee the shredder's efficiency and reliability, regular maintenance is essential. Our service engineers will carry out all routine work on your machine and inform you of its current condition. You will reap the benefits of a machine that works flawlessly and will last a long time. Regular maintenance will extend the machine's lifespan significantly and reduce the risk of an unplanned stoppage. Highly qualified and experienced UNTHA service engineers will carry out all maintenance works. An investment that will pay off.

ADVANTAGES

- ✓ Regular maintenance means long-lasting performance from your machine
- ✓ High availability achieved by preventing unplanned stoppages of the whole machine
- ✓ UNTHA will take on the arranged planning and implementation
- ✓ Individual adjustment for your machine with regard to the schedule and wearing parts
- ✓ Plannable capture of costs and deadlines through fixed and transparent conditions
- ✓ Inspections for completeness and change of agreed wear parts if necessary
- ✓ Optimisation on the machine
- ✓ Report on the condition of the machine with recommendations for handling
- ✓ Change of wear parts
- ✓ On-site repair service in the case of problems



Repair and upkeep

Quick and competent resolution of problems

Doesn't work – doesn't exist: we solve every problem. Our service engineers are known for restoring the availability of your machines within a short period of time, so that you can start producing again quickly. The repair works can be carried out on site or in our modern service centre.

ADVANTAGES

- ✓ Assistance and prior diagnosis through support channels
- ✓ Quick and optimum help on site
- ✓ Use of original parts to ensure seamless implementation
- ✓ Tips and tricks for the machine's operation and handling
- ✓ Competent service engineers available worldwide
- ✓ Quick reaction times
- ✓ For more complex problems, direct access to UNTHA's development and manufacturing expertise is available

Original UNTHA spare and wear parts

Safe, high-quality and perfectly adapted to your shredder

Our original spare parts are components that have been tested a thousand times, and we even use them in our new machines in this state. They always provide the ideal interaction between all components, and therefore maximum reliability. Our customers are always at the forefront of technology with UNTHA's original spare parts. In addition, only original spare parts guarantee warranty claims and limitation periods.

ADVANTAGES

- ✓ Minimising unplanned downtimes
- ✓ Maintaining availability
- ✓ High quality "Made in Austria"
- ✓ All spare and wear parts from one source
- ✓ Parts are guaranteed to fit
- ✓ Spare part service with competent advice and personal points of contact
- ✓ Qualified support in assembling for critical spare parts
- ✓ Reliable handling and worldwide delivery
- ✓ Comprehensive stock of spare parts for short delivery periods
- ✓ Guarantee of warranty claims



Video



Change of cutting units, change or rotation of indexable cutters

Professional change of cutting units by experts

Every cutting unit in a shredder wears out in the course of its service life, and with a certain degree of wear, is no longer economical. Throughput rates fall, use of electricity and the cost of personnel rise. UNTHA service engineers have the necessary specialist tools and know best how to change or rotate your cutting units quickly and professionally. After a brief downtime period, the shredder will soon be available again.

ADVANTAGES

- ✔ Complete planning and implementation from a single source at plannable costs
- ✔ Over the course of changing the cutting unit, corresponding maintenance can be carried out
- ✔ Additional checking for wear of relevant parts
- ✔ Fixed planned downtime periods for the machine and no additional ones
- ✔ Full shredder functionality is restored
- ✔ Reduced operational costs and optimisation of quality and results
- ✔ No acquisition costs for special tools
- ✔ Short downtime period for the machine due to our professional and well-trained service engineers
- ✔ Optimised production thanks to new cutting unit assembly





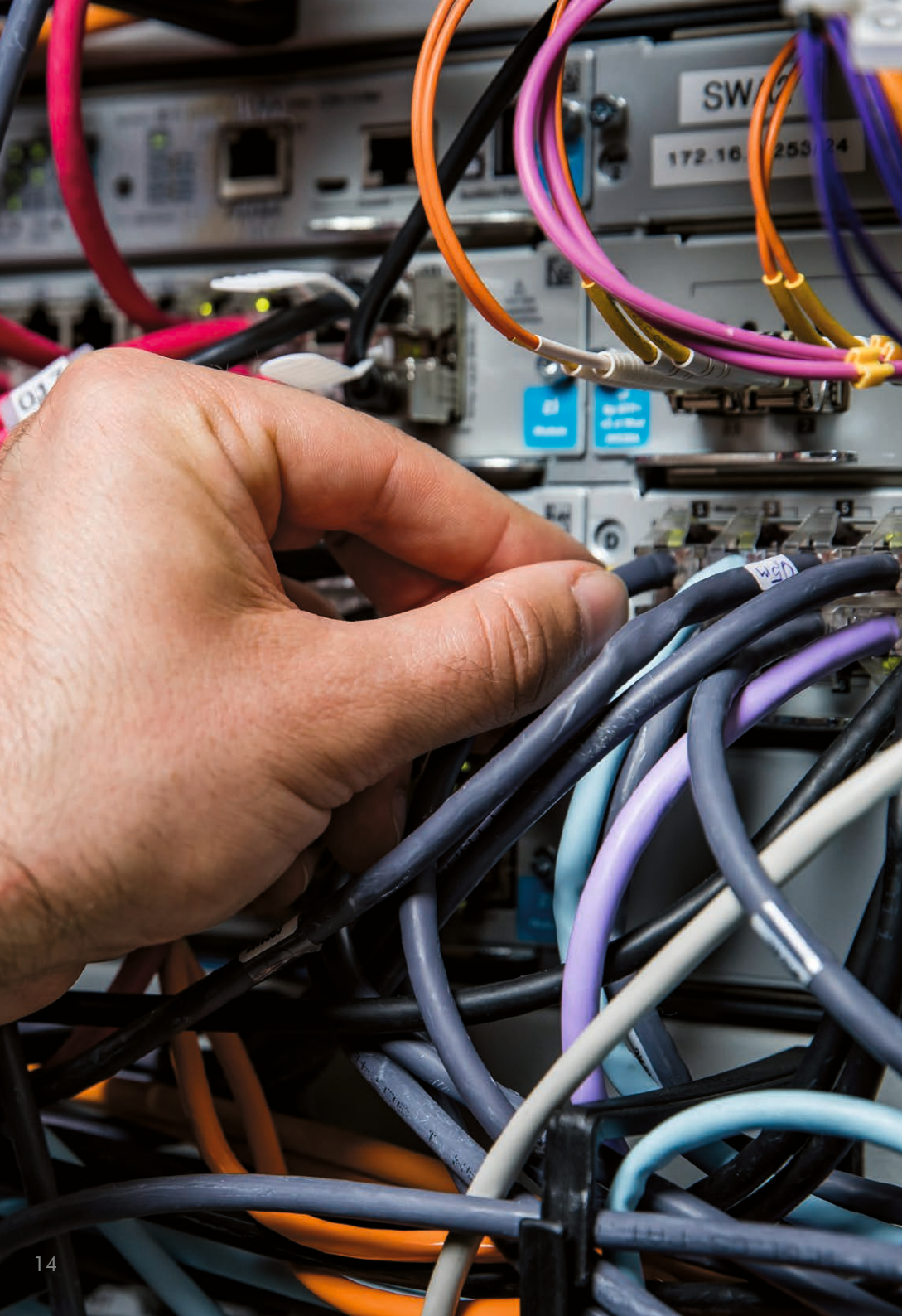
Hardfacing

Reduced costs of wear due to increased lifespan

The rotor will be “refined” by our specially trained service engineers using high-quality wear protection, so that a long operating life can be guaranteed with the best possible throughput and return! This finishing using highly wear-resistant filler metals has proven itself best during on-going wear and exposure to blows, and increases the lifespan of the rotor many times over.

ADVANTAGES

- ✓ Improved, reduced wear through a high-quality wearing surface
- ✓ Higher availability and extended maintenance intervals
- ✓ Lower production costs
- ✓ Optimised lifespan and longer period of operating life
- ✓ Maximum rotor protection
- ✓ Fewer downtime periods
- ✓ On-site implementation
- ✓ Hardfacing can be repeated several times



Modernisation and optimisation

A cost-effective alternative to buying new!

UNTHA's methods of modernising and retrofitting ensure the machine's sustainable availability. By quickly and simply integrating the latest technologies, your machine will always remain up to date. As an operator, you benefit from a long service life of the machine with high output. UNTHA offers years of experience in planning and carrying out reconstruction work according to applicable regulations.

ADVANTAGES

- ✓ Low investment required
- ✓ Increase in the existing machine's output
- ✓ Cost reduction (wear, use, etc.)
- ✓ High operational safety
- ✓ Change of obsolete parts
- ✓ Cost-effective adjustment to new market conditions
- ✓ Use of new functions (e.g. remote control)
- ✓ Value preservation
- ✓ Optimised production thanks to new cutting unit assembly

Reconditioning Service

Reduced costs of wear due to professional reconditioning of the cutting unit

UNTHA 2-shaft and 4-shaft cutting units can be reconditioned at an economical price and be reused. Depending on the degree of wear, UNTHA specialists will apply the best possible reconditioning concept, thus significantly reducing your wear and operational costs. The result is a good-as-new cutting unit at an ideal price-performance ratio.

ADVANTAGES

- ✓ Assessment by a specialist
- ✓ Reduction of wear costs
- ✓ Optimum price-performance ratio
- ✓ Optimised production
- ✓ Quick change of cutting unit
- ✓ Low risk of failure
- ✓ You will receive a good-as-new cutting unit



Return of old machines

Minimum effort and attractive conditions

UNTHA customers benefit twice when replacing their old shredders thanks to our returns service: when buying a new machine, we will take care of the return and offer you an attractive buying price for it. Moreover, you will not have to worry about professional dismantling or disposal as well as the sale of the used machine. We will do that for you!

ADVANTAGES

- ✔ Offsetting new machines
- ✔ Fair investigation into residual value (stocktaking, report)
- ✔ Professional on-site dismantling
- ✔ Reduced price of the new machine
- ✔ No expense for sale
- ✔ No recycling or expense for taking the old machine out of operation





Supervisory operations

Efficient optimisation of machines by the manufacturer

If your machine is no longer achieving the desired results, our experts will be happy to support you. Together, we will supervise the whole production process and optimise the shredder's settings so that it works for you again!

ADVANTAGES

- ✓ Tips and tricks for operation, maintenance and resolution of problems with the machine
- ✓ Diagnosis of problems in the case of sporadic errors
- ✓ Support for new employees
- ✓ Additional support after setting up
- ✓ Support in shredding new material
- ✓ Direct on-site support
- ✓ UNTHA knowledge transfer
- ✓ Minimal risk of failure
- ✓ Optimised production
- ✓ On-the-job training
- ✓ Minimal repair costs
- ✓ No downtimes



Remote Service

Quick assistance via remote maintenance

An error has occurred. The machine has stopped working. You have to deal with it immediately, because an unplanned downtime means money lost. In such a case, quick help is offered by the UNTHA Remote Service: in the case of technical problems, our highly qualified support engineers are at your disposal online.

ADVANTAGES

- ✓ Qualified help and problem diagnosis worldwide
- ✓ Immediate, solution-oriented information with quick reaction times
- ✓ No waiting on hold
- ✓ Ideal, direct advice from professionals
- ✓ Reduced downtime periods for machines due to quick resolution
- ✓ Immediate planning of maintenance work, if necessary

MyUNTHA customer portal

Make your business easier

The digital customer portal MyUNTHA provides you with all the relevant information about your shredder, as well as a wide range of support and digital services, such as the spare parts catalogue and online shop, the GENIUS assistance system and the maintenance manager. These features help you to ensure that your shredder runs smoothly and gets the most out of it.

ADVANTAGES

- ✓ Improved machine efficiency and increased throughput
- ✓ Predictive planning of service and maintenance
- ✓ Identification of spare parts with the help of 3D models
- ✓ Instructions for replacing spare parts
- ✓ Reduction of maintenance and downtime costs
- ✓ Complete documentation of all maintenance and service activities
- ✓ Recording and analysing of operating and process data from the shredder
- ✓ Immediate correction of deviations from the plan at defined limit values
- ✓ Automated reports for continuous monitoring of all processes



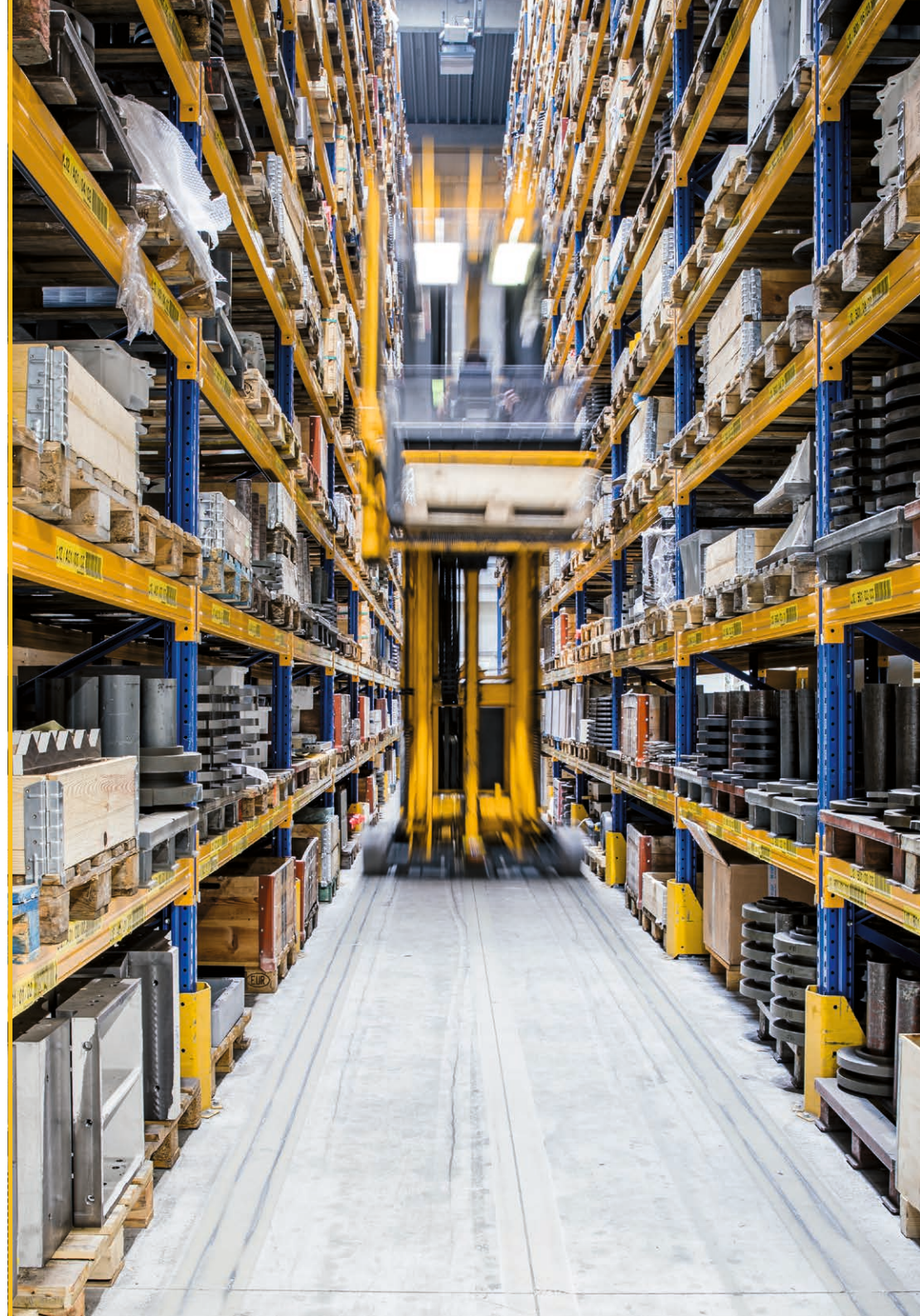
Exchange service for components

Refurbished core components on favourable terms

In the case of unexpected damage to the shredder, a quick response is needed. With the exchange service, we offer you refurbished components on favourable terms, in place of new parts. All refurbished core components are checked by the manufacturer and are fully warranted. An exact overview of the currently available components can be found on our website.

ADVANTAGES

- ✓ Short downtime periods due to quick delivery
- ✓ First-class quality at affordable prices
- ✓ Good-as-new parts with warranty
- ✓ No storage or capital costs
- ✓ High production safety due to original components
- ✓ On-the-job training
- ✓ Minimal repair costs
- ✓ No downtimes



Best references worldwide

Top businesses already put their faith in UNTHA, the reliable brand. See here for a small selection of our international customers.



Put your trust in the
original. Our **UNTHA**
professional customer
service for your success!



UNTHA
shredding technology

SERVICE

www.untha.com



UNTHA shredding technology GmbH

Kellau 141
5431 Kuchl | Österreich
Tel.: +43 6244 7016 0
info@untha.com
www.untha.com

UNTHA Deutschland GmbH

Keßlerstraße 2
97737 | Gemünden am Main | Deutschland
Tel.: +49 9351 60302 00
info@untha.de
www.untha.de

UNTHA UK Ltd.

Excel House, Becklands Close
Boroughbridge
YO51 9NR | United Kingdom
Tel.: +44 330 056 4455
sales@untha.co.uk
www.untha.co.uk

UNTHA America, Inc.

1 Lafayette Road, Building 4
Hampton, NH 03842 | USA
Tel.: +1 603 601 2304
info@untha-america.com
www.untha-america.com

UNTHA Polska Sp. z o.o.

Olecka 23/221
04-980 Warszawa | Polska
Tel.: +48 12 6421896
info@untha.pl
www.untha.pl

UNTHA Ibérica S.A.

Lugar Queirúa, s/n 15680 Ordes
La Coruña | España
Tel.: +34 981 69 10 54
info@untha-iberica.com
www.untha.es

UNTHA Türkiye Makina Sanayi ve Ticaret Limited Şirketi

Barbaros Mah. Kardelen Sok.
Palladium Tower No:2/114 K:32
34746 Ataşehir | İstanbul | Türkiye
Tel.: +90 216 687 2991
info.tuerkiye@untha.com
www.untha.com/turkiye

5 reasons to choose UNTHA



Customised, long-lasting shredding solutions



Premium products developed and manufactured in Austria



All-encompassing expertise, from development to production, under one roof



Reliable customer service with the best technical know-how



More than 10,000 satisfied reference customers worldwide

We deliver what we promise

Since our founding in 1970, we've followed our promise of being "the reliable brand", which applies to every product and service that UNTHA delivers.

We work hard to consistently outperform our competitors, and provide customers with the confidence that – in choosing UNTHA – they have made the best decision for their business.

All revisions reserved. Subject to setting and printing errors.
All illustrations are representative and may deviate from the actual product.
© 04/25 UNTHA shredding technology