

ONE SERVICE

— THE CONCEPT
FOR GREATER
PERFORMANCE

» Tailor-made
service solutions for
high performance:
zero downtime
and a trusting
partnership are our
dedicated aims.«

Market-Leading

Mosca is leader in the strapping industry – with excellent service

Comprehensive

Our service covers all Mosca machines

Standardized

Uniform maintenance concept and service quality

Customer-Oriented

Fast, first-class response if required

OUR SERVICE CONCEPT FOR HIGHER PERFORMANCE

Companies operating worldwide often need to secure goods for transport at different locations. They expect the same quality and reliability no matter where they operate. You can expect consistently high quality from our technologically advanced strapping machines, equipment and strapping material. In addition, we provide an excellent service network with an outstanding range of support. You get exactly what you need, wherever you are - in no time.

We developed a standardized maintenance concept called OneService, which guides our service technicians and those employed by our partners. A central system across countries incorporates information on machines and maintenance intervals. Benefiting from this knowledge, we can work closely with you to significantly extend the service life of your machines. Possible breakdowns can even be avoided by using data evaluation.

OneService goes far beyond maintenance and repair. It includes installations, relocations, technical training, and technical expert meetings focusing on the potential to optimize strapping machines. Since the beginning of 2018, we have been offering you the same high quality of services worldwide. The same standards and norms apply globally to all Mosca branches and subsidiaries.

Our focus is on your preferences and individual requirements. We work together with you to develop the best possible strapping solution. Your feedback is incorporated into the continuous improvement of our services. Please do not hesitate to contact us if you have any questions or suggestions!



Maintenance
& Contracts



Service
& Repairs



Technical
Training



Installation
& Relocations



Performance
Services



Preventive Maintenance & Contracts



ONE SERVICE MAINTENANCE CONCEPT

Our standardized OneService maintenance concept offers high-quality maintenance and comprehensive services, not just in case of a malfunction. We work closely with you to offer maintenance services that extend the service life of the Mosca machines in your company. Our services are optimally adapted to your needs and work processes. We focus on offering the consistently high standards of service quality worldwide. With OneService we are working with the same sets of maintenance parts, descriptions, and checklists. Our service management system collects information about the condition of the machines in each country and about the services a customer has received. Benefiting from these data, you will always receive the best possible recommendations.

In addition to scheduled maintenance, we also keep an eye on the future of your machines. Pooling and evaluating transnational information in one system enable us to provide preventive maintenance support and to avoid a foreseeable machine malfunction.

GET IN CONTACT!

We would be pleased to prepare a confidential, non-binding maintenance offer for you!

MAINTENANCE CONTRACTS

Regular maintenance of your strapping machines ensures consistently high machine availability and production reliability. Our maintenance contracts offer you a number of advantages. For example, we focus on your specific needs when we schedule maintenance.

Ten good reasons for a maintenance contract

- + "All-round carefree package" – our service personnel automatically remind you of upcoming maintenances
- + Transparent and fair maintenance contracts
- + Plannable maintenance costs and support for your in-house maintenance strategy
- + Reduced travel expenses and hourly rates
- + Extra discount of 10 per cent in case of using Mosca plastic straps
- + Integration of free machine upgrades during maintenance
- + Automatic installation of software updates
- + Standardized processes during maintenance
- + Contracts can be terminated annually
- + German Social Accident Insurance (DGUV) Regulation 3 – Repeat testing of electrical devices, machines, and systems according to DIN VDE 0701-0702 (integrated into maintenance)

Service & Repairs



WORLDWIDE SERVICE NETWORK

We offer you a global service network that is unique in the industry. More than 100 Mosca service technicians and over 30 additional specialists employed by partners all over the world ensure that our strapping machines run perfectly at every location.

SERVICE NETWORK IN GERMANY

A central coordination and a service team operating throughout Germany ensure the shortest possible response times in case of a malfunction.

- Based at our headquarter in Waldbrunn, we plan and coordinate all activities of our service team and support customers in all service matters.
- In addition all key spare parts, including motors, sealing units, and electrical components / controls are available at the Service Support Center North (Hannover).
- Thanks to our area technicians, who are responsible for a particular service area in Germany, but also take on cross-regional assignments we are able to respond to machine malfunctions within an average of 3.5 hours!
- We strengthen the flexibility of our service network with additional freelancers who perform maintenance and repair work throughout the country.
- Our project technicians operating from Waldbrunn are in charge of installations and special assignments worldwide.
- A team of repair and maintenance technicians is also centralized in Waldbrunn and deals with maintenance and repairs.
- An application engineer is available as a specialist for project support activities.

Thanks to this broad positioning, we are able to provide immediate technical support in the event of downtime. If the worst comes to the worst, our service team is available 24/7.

EQUIPMENT & QUALIFICATIONS

Our field technicians can be immediately recognized by their Mosca uniforms. They come equipped with a defined set of standard replacement parts.

We train our technicians both in-house and externally for their work. For example, they are certified by TÜV as a known consignor and are fully qualified for testing mobile electrical work equipment in compliance with VDE 0701-0702 and according to German Social Accident Insurance Regulation 3 (BGVA3). Our technicians are well qualified to react to the demands resulting from rapid technical development and our growing product portfolio thanks to our training and education concept, which we regularly adapt.

TECHNICAL SUPPORT & REMOTE MAINTENANCE

In an emergency, we support you on three levels. From the initial support on the phone to second-level support via remote maintenance to contact with the specialist department.

Telephone support provided by our experienced staff can help avoid the costs of an on-site service call. This team of specialists helps you with troubleshooting and offers initial technical assistance on the phone.

If telephone support fails to identify the error, or if further assistance is required, our in-house remote maintenance concept steps into action. In the event of a malfunction, our

Mosca experts can connect to the machine via VPN and quickly identify the problem, allowing them to make a diagnosis or install new software if required.

Depending on the complexity, the Mosca specialist department becomes involved to provide support at the next level.

3

Third Level Support

Specialty department

2

Second Level Support

Remote maintenance

1

First Level Support

Helpdesk





Technical Training

Our service doesn't end after the machine is installed at your company's site. We firmly believe that proper operation of our strapping machines and systems can significantly extend their service life. To this end we offer technical training courses for every machine type and skill level. These courses show operators how each machine and performance spectrum can be optimally used.

MOSCA TRAINING CENTERS IN WALDBRUNN AND HANNOVER

Technical training is conducted in our modern training centers at Mosca headquarters in Waldbrunn and in our Service Support Center North in Hannover, or at your company's site. Your operators are trained step by step by our experienced technicians in the operation of the different strapping machines and systems. They learn about the multiple functions and how to maximize the machine's potential.

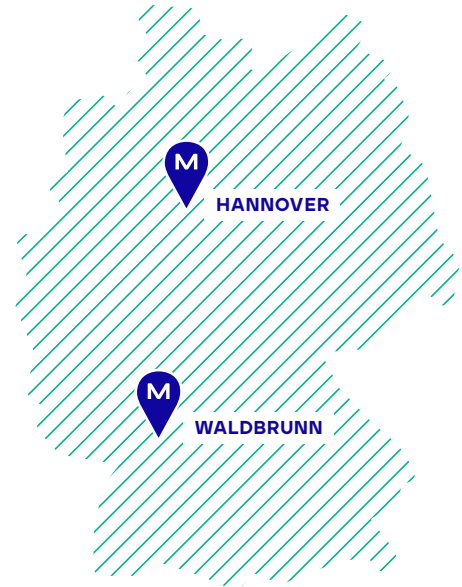
Training pays off, because skilled operators can ...

- safely operate Mosca strapping machines and systems, avoid malfunctions due to operating errors
- carry out minor repairs and help minimize service call costs
- make full use of a machine's performance potential and improve productivity

Your benefits:

- + Competent trainers with many years of experience
- + Modern training centers
- + Training courses at two locations – Waldbrunn and Hannover
- + In-house training on your site
- + Fair and transparent training programs

Benefit from well-trained operating personnel. Request a training offer tailored to your needs!



TECHNICAL EXPERT MEETING

Are you already familiar with the basic features of the strapping machine installed at your site? Have you gained some experience with the machine on a management level and would like to learn more about optimization potential and integration into a complex network? Our Technical Expert Meeting might be the perfect solution for you. Working directly with Mosca experts from the service and technology departments, you can learn how to maximize the potential of your machines in use. Theory and practice are combined in tech-talks and live demonstrations.

The Mosca Service team will be happy to inform you about the next Technical Expert Meeting!





Installation & Relocation

RELOCATION OF STRAPPING MACHINES & SYSTEMS

You can rely on our expertise when it comes to relocating your strapping machines and systems.

If a strapping machine or system needs to be moved to another location, the Mosca technical service team provides a complete range of services, from documentation of the current status to machine set-up after re-installation. The machines and systems are dismantled by specialists, transported by a forwarding agent, and finally reassembled at the new location. All services are provided by a single source – and your system will run perfectly at the new location!

SET-UP & INITIAL OPERATION

As a manufacturer of high-quality strapping machines and packaging systems, we are happy to support you in the professional installation of your new machines and systems. Further, we familiarize your staff with the machine. You benefit from the comprehensive expertise of our service technicians and their full support in setting up your machines.

Your benefits:

- + The machine is optimally adapted to the place of operation
- + After installation, the machine is immediately ready for operation
- + We instruct your staff exactly how to operate the machine

Your benefits:

- + The condition of your machines and systems are checked and documented prior to relocation
- + We set up your strapping machine according to the latest safety standards

Each machine quotation is accompanied by an offer for installation and set-up.

Performance Services

In addition to our OneService maintenance and support portfolio, our customers worldwide can now receive individual guidance on how to continuously optimise and increase the efficiency of their Mosca machines. The new component 'Performance Services' underscores the OneService mission to ensure customers receive reliable, targeted support throughout the entire life cycle of their equipment.

MODIFICATIONS & RETROFITTING

To ensure that your strapping machine is optimally suited to your requirements at all times, we are at your side with our know-how. Through modifications and retrofitting, we raise existing systems up to maximum performance and thus adapt the Mosca machine to the changing needs of your business through targeted measures.

PERSONAL ASSISTANCE FOR ADDED EFFICIENCY

From software updates and retrofitting to operator training: customised solutions can have a significant impact on machine availability and efficiency. With this in mind, we introduced the new 'Performance Services' range. In a direct dialogue with you, the unique guidance system aims at identifying potential improvements to maximise machine performance. Upgrading possibilities can be based on a variety of reasons. For example, it can be required:

- after a machine has been in use for many years,
- because production processes and the customer's needs change,
- or because new functional features have become available.



FROM A FACE-TO-FACE TALK TO A CUSTOMISED PERFORMANCE PACKAGE

Customers requesting guidance within the scope of Mosca Performance Services are given an appointment with a skilled expert for the specific machine they are using. In an on-site consultation, we first take a look at the entire line in which the Mosca machine is in operation. The next step is to check the condition of the machine and the previous maintenance records, analyse the processes, and document ways to optimise interfaces. We work with the customer to identify potential for improvements that perfectly match their specific needs and priorities.

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