

## **P R E S S   R E L E A S E**

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### **It's all about Service for ThyssenKrupp Materials Handling because it's all about customer plant availability**

ThyssenKrupp Materials Handling (TKMH), a division of ThyssenKrupp Industrial Solutions South Africa (Pty) Ltd., is an engineering driven company that delivers modern, world class, turnkey service solutions, which are, according to Sales Manager, Matthias Göing, “the backbone of TKMH and central to our customers’ equipment reliability and plant availability.”

ThyssenKrupp Materials Handling’s wide range of conveyors, stockyard, mining and waste disposal equipment as well as port handling systems, train loading and unloading systems and container tipplers have been operating reliably in open pit mining, minerals processing, bulk materials handling applications across South and southern Africa for more than 50 years.

“Whether new projects, plant upgrades, refurbishments or improvements, our sophisticated systems are supported by highly trained, well qualified Service Engineers and Technicians who meet our customers’ service requirements.” In addition to product support through audits, inspections, technical advice, maintenance, repair, spare parts and components, etc. the fully-fledged TKMH service department supplies all parts and components for reliability, quality-consistency. Quality delivery of spare parts is ensured by direct involvement of TK Quality Inspectors through approved quality control plans and inspections.

“Since we understand the importance of plant availability, we strongly encourage our customers to carry out preventative maintenance,” continues Göing. “Lost production can never be recovered so the true value of preventative maintenance cannot be over emphasised. The high costs triggered by downtime due to unplanned maintenance or equipment failure can be avoided through regular service by qualified technicians using the right tools and parts.”

“We also believe that building strong and lasting customer relationships is equally important. Frequent site visits enable us to get to know our customers and their ever-changing facilities so that we can identify and supply the right service solution in the shortest possible time. Our local design competence is supported by global network and specialised engineering know how from Germany. This combination enables us to assist our customers to optimise uptime so that they can reap the benefits of lowest total cost of ownership and return on their investments.”

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## 2/... Turnkey Support and After Sales Service

Issued on behalf of: **ThyssenKrupp Materials Handling**

A Division of ThyssenKrupp Industrial Solutions South Africa (Pty) Ltd.

Tel: +27 11 236 1000 / +27 11 236 1235 [www.tkmh.co.za](http://www.tkmh.co.za)

[Info.tkmh@thyssenkrupp.com](mailto:Info.tkmh@thyssenkrupp.com)

Contact: Matthias Göing – Sales Manager

[Matthias.goeing@thyssenkrupp.com](mailto:Matthias.goeing@thyssenkrupp.com)

[www.tkmh.co.za](http://www.tkmh.co.za)

By: Sonia Laverick - Laverick Media Communications cc

Tel: 083 310 4491 / 086 671 6836

[lavmedia@iafrica.com](mailto:lavmedia@iafrica.com) / [www.laverickmedia.co.za](http://www.laverickmedia.co.za)