



PRESS INFORMATION

AUMUND Brazil Expands After Sales Services with New Service Center

São Paulo / Ipatinga, January 2015

To expand its worldwide service network, AUMUND established a fourth Service Center with integrated warehouse, this time in central Brazil. In addition to the warehouses in Rheinberg/Germany, Atlanta/USA and Hong Kong AUMUND now has opened the fourth Service Center of its kind worldwide. Thus, the top-standard AUMUND services are now available to all customers in South America.

Photo Gallery: AUMUND Brazil Warehouse and new Service Center



(all photos © 2015 AUMUND)



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AUMUND Brazil has just opened a new Service Center with integrated warehouse in Ipatinga, in the Brazilian State of Minas Gerais, as a part of their After Sales Service Department. The main goal of the Service Center is to guarantee the availability and operation of the customers' equipment by preventing failures through well planned and professionally executed maintenance. This includes inspections, conversions and field service activities, also for equipment from other suppliers in the market.

The new facility is destined to provide a broad range of services to the Cement and Mining & Minerals Industry. As the center shall not only serve regional customers but those from all over South America, the central location in Brazil is ideally suited for customers and AUMUND alike, as 10 per cent of the equipment supplied by AUMUND worldwide are installed in that region. The AUMUND Service Team of currently 10 qualified and highly experienced specialists includes supervisors, inspectors and technicians for field service activities such as inspection, erection, start-up, as well as for conversion tasks and spare parts.

All inspectors are trained to perform PREMAS® inspections. The PREMAS concept has been developed by AUMUND to provide its customers with most efficient preventive maintenance services. It is based on the four pillars of regular inspections, training of operators and maintenance personnel, consulting and extension of guaranty.

Besides keeping spare parts on stock, manufacturing pan conveyors and assembling chains, the new Service Center will service and repair all kinds of components and equipment for the AUMUND Group, including those for SCHADE Lagertechnik GmbH and SAMSON Materials Handling Ltd.

AUMUND Brazil started operations almost 40 years ago in 1975 with an establishment that included a sales office in Rio de Janeiro. In 1993, the company moved to a new location in the city of Jundiai in the State of São Paulo. Since 1997 the sales office has been located in the City of São Paulo itself and a Service and After Sales Department has been set up and developed over the years.

Nowadays, AUMUND Brazil employs a highly qualified staff of 30 persons. Ten of the specialized technicians are constantly in direct contact with the customers by visits and on-site support activities. They provide spare parts management, coordinate delivery times and further logistics, perform inspections and



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supervisions, assemble equipment, and offer recommendations for conversions and improvement of existing equipment – all to fulfill the predominant goal of keeping the customers' operations running flawlessly.

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About the AUMUND Group

The AUMUND Group is active worldwide. The conveying and storage specialists have special expertise at their disposal when dealing with bulk materials. With their high degree of individuality, both its technically sophisticated as well as innovative products have contributed to the AUMUND Group today being a market leader in many areas of conveying and storage technology. The manufacturing companies AUMUND Fördertechnik GmbH (Rheinberg, Germany), SCHADE Lagertechnik GmbH (Gelsenkirchen, Germany), SAMSON Materials Handling Ltd. (Ely, England), as well as AUMUND Logistic GmbH (Rheinberg, Germany) are consolidated under the umbrella of the AUMUND Group. In conjunction with the headquarters of the manufacturing companies, the global conveying and storage technology business is spearheaded through a total of eight locations in Asia, Europe, North and South America.

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