

Customer service

Investment certainty through long-term support



Lasting value retention

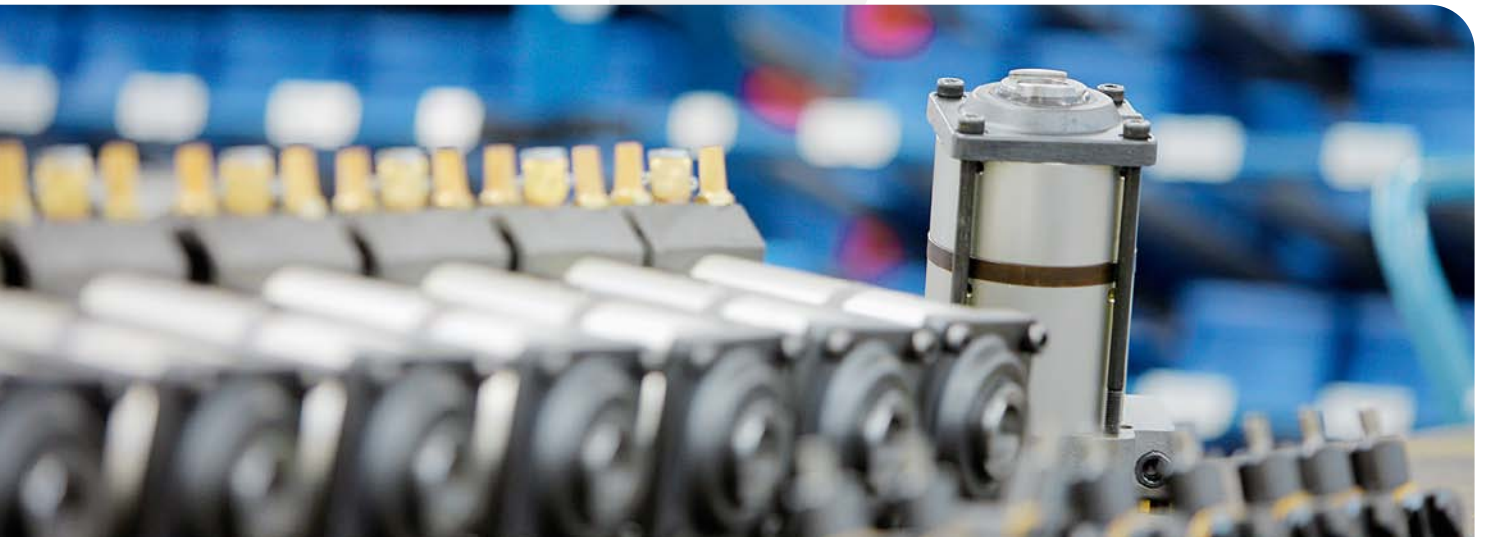
Our goal is to increase our customers' productivity and to extend their systems' service life. This is why our customer service will continue to provide support even after your Schlatter systems have taken up operation. We will be happy to arrange a personal consultation meeting and work out a custom-tailored service package for you.

Customer satisfaction through local presence

If production downtimes are to be reduced to a minimum, spare parts need to be supplied quickly and on-site support is called for, our proximity to our customers and their markets really pays out. Our corporate structure with its own production facilities, subsidiaries on all important continents and a network of select service and sales agents is ideally suited to meet this challenge.

Spare parts supplied by the original equipment manufacturer

Plants and systems are ever more complex. Only if all parts of a system are compatible with each other and are of the same high quality, is it possible to ensure that operations run smoothly. The quality of spare parts is therefore of vital importance for the operational reliability of plants. Schlatter spare parts are manufactured with great care, fit effortlessly into systems as a whole when installed and ensure that the plant continues to operate and produce to the usual high quality standards.



**Helpdesk**

Quick and competent assistance to answer technical issues

**Repair service**

In-house expert repair and refurbishment

**RemoteSupport**

No distance is too great to be at your doorstep

**Field service**

In-depth know-how for on-site interventions

**24Support**

Round the clock support, worldwide

**Upgrades**

Secure your assets by modernizing with the latest technology

**Spare parts service**

High quality spare parts promptly available

**Training**

Customized training on-site or standard classroom courses available

**MySchlatter.com**

Get your spare parts at the click of a mouse

**Service contract**

Service packages tailored to your wishes

The direct link to our services

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A reliable partner in plant construction

The Schlatter Group is a world leader in plant manufacturing for resistance welding systems and weaving machines for special applications. With longstanding expertise in industrial engineering, innovative flair and a reliable customer service, the company Group listed in Switzerland provides production systems offering high performance and quality.



Core competence

Schlatter has almost 100 years of expertise in plant construction, customer-oriented solutions, a worldwide presence and more than 500 dedicated employees. The combination of expertise in welding and systems technology makes Schlatter a reliable partner in plant construction.

Segment resistance welding

Schlatter has acquired unique experience in the development and production of reinforcing and industrial mesh welding systems, mobile and stationary rail welding machines as well as systems for manufacturing radiators.

Weaving segment

Under the brand Jäger, the Schlatter Group provides state-of-the-art weaving and finishing machines for the paper machine fabric industry.

Contact

Professional contacts for sales, technical support, customer service and administration are available worldwide in the Group's companies and at select representatives/agents of the Schlatter Group. You can find the relevant contact data on our Internet site www.schlattergroup.com.

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