

# AFTER SALES SUPPORT COMMITMENT

## A lifetime investment



*Alimak genuine spare parts – For safety!*

# AFTER SALES SUPPORT COMMITMENT

The After Sales team at Alimak Hek is dedicated to supporting all of our products delivered world-wide, during the lifetime of the products.

Since you have chosen to invest in an Alimak product, we strongly recommend that you continue to maintain your investment by using Alimak genuine spare parts and having it serviced by trained Alimak Hek engineers. All spare parts have been put through rigorous testing to ensure that they provide maximum performance and durability, while living up to Alimak Hek's high standards for safety. The parts are continuously developed through the years, meaning that you will always get parts that are up to date. All of our genuine parts come with a minimum 12 month guarantee.

We've worked through both direct and cooperative partners for more than 30 years. This arrangement gives us the possibility to support our products world-wide to make ensure our customers receive the best possible service and support.

The general parts support commitment to our customers is a minimum of 10 years from when the unit was manufactured. The support afforded to our customers is as follows:

10  
YEARS

## Support Level 1

For units up to 10 years from the manufacture date, Alimak Hek will provide comprehensive spare parts support with targeted availability levels based on critical need.

25  
YEARS

## Support Level 2

For any units older than 10 years and up to 25 years of age, Alimak Hek will continue to offer spare parts support but with reduced spare parts availability. We also offer the option to upgrade critical components. This is to ensure that the elevator can continue to work in both a safe and reliable manner.

LIFE-  
TIME

## Support Level 3

For units 25 years or older, Alimak Hek will continue to offer field service support and spare parts, but with a greater focus on the supply of major component replacements. Parts that are not available on newer models or that are deemed obsolete will not be stocked. If possible, parts can be supplied on a 'manufacture to order' basis and with a lead-time that reflects the commitment associated with this activity.

## Why Alimak Genuine Spare Parts?

- Safety
- Long Lifetime
- Warranty
- Perfect fit Design
- Low life-cycle cost
- Continuous product development and testing



[www.alimakhek.com](http://www.alimakhek.com)

Alimak Hek AB is ISO 9001 and 14001 certified.

