



## Customer First – because we care

You and your machine are in the best hands with us.

Passion for Food Cutting





## Satisfaction can be planned

As our customer, **YOU** are **our top priority**. Our service team follows the principle "Customer First", because service is a matter of attitude. Proven **specialists with longstanding experience** and **well-founded know-how** are available to you over the phone and on site. They identify causes and deliver **solutions** to bring your machine back into operation as **quickly** as possible. Take us up on it!



### Maintenance



#### Your machine is in the best hands with us

Regular system maintenance including a function check is the basis for a long service life of the machine. This reduces unexpected downtimes significantly. We offer individual service and maintenance contracts. According to the machine type, you receive a complete set of wear parts.



### Repairs



#### More production reliability

When your machine is down, we do everything to be with you as quickly as possible. The reliability of your production is our top priority.



**Our Hotline:**

**+49 (0) 2685 - 944 - 494**



**Spare parts delivery**



**Hotline:  
8 x 5 or 24 x 7**



### **Stability of your work processes**

Over 100,000 spare parts are permanently available. With express shipping, you can receive the required parts on the next day. Electronic components are set up for your machine before shipping.



### **The direct line to the experts**

Your contacts are trained on your machine type. On request, our experts are available to you around the clock with our 24/7 support.



## On-site-guarantee



### Fast reaction

With our "on site" guarantee (only available in connection with the 24/7 hotline), we ensure a particularly short reaction time to get your production up and running again as quickly as possible.



## TREIF extended warranty



### Even more protection

TREIF's extended warranty offers perfect all-round protection, safeguarding you against unexpected repair costs. You can choose to extend the warranty for one, two or three years.



## Blade sharpening service



### Blade and machine from one source

The TREIF in-house blade manufacturing is the basis for the optimum setup of machine and blade and ensures 100 % use of the potential. And because only sharp blades deliver top slicing results, we offer a service for sharpening and regrinding your TREIF *nanoBlades*. The process is gentle on the blades and produces only low wear. This is assured by our specialists.



## Training



### We get you ready!

Operator training on site or at TREIF ensures the quality of the slicing results. The training courses focus on practical relevance. Training is fully tailored to your requirements.

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