



Customer service:
Customized to your Demands!

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In times of severe competition, cautious consumer spending, and increasing commodity prices, there is a strong need to react with flexibility and rapidity while also focussing on cost efficiency.

Yamato has elaborated an beneficial service concept that enables you to uphold a financial margin which can safeguard your production and the quality of your product in the long term.

Yamato | *Inspiring Services*
PROSERV

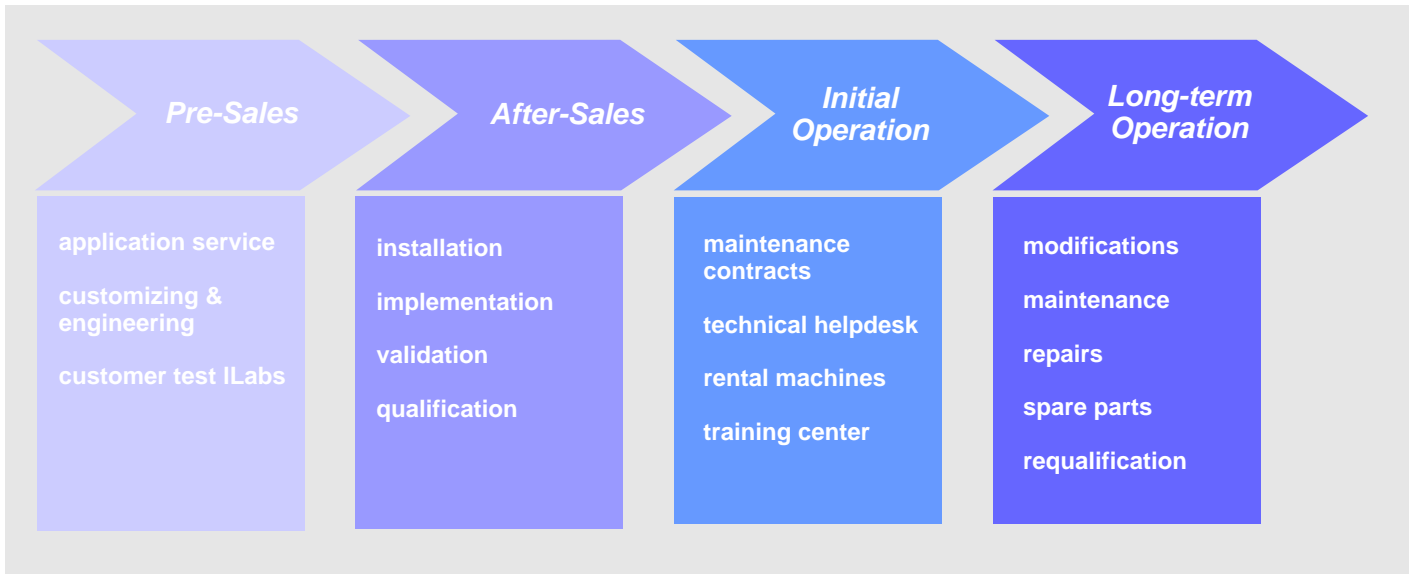


Reliability and quality represent the cornerstone of Yamato's corporate philosophy.

Rigorous quality controls during production as well as high reliability and top quality in the after-sales-service are fundamental to meet our own high demands on quality.

Be it, when you are considering the purchase of a Yamato multihead weigher, during the operation of the multihead weigher or when the need for a spare part arises, Yamato always offer the right solution for you.

The unique Yamato | **PROSERV** service concept combines all Yamato's service activities in one clearly defined program.



The certified Yamato service team guarantees a perfect work execution validated by corporate standards.



Yamato On-site-service

Preventative maintenance

In the long run, machines and installations are only able to perform at an optimum level if they are subjected to maintenance and overhauls destined to bring them up to date in terms of the latest technology on a regular basis.

Yamato's preventive maintenance contracts feature two different levels of service coverage which also increase the operational reliability at the same time.

Yamato offers three different contracts:



The standard contract contain a more or less comprehensive range of budget-friendly maintenance, support and audit.

In addition to the standard contracts, Yamato also offer individual contracts specifically tailored to meet the needs of your company.

The Yamato preventative maintenance contracts constitute an excellent calculation base for long-term financial planning.



Application service / Customizing:

At Yamato, we offer know-how to our customers from the very beginning, if need be already during the planning phase of new installations. Extensive product tests can be carried out in the Yamato test labs, thereby enabling a simulation of the production under realistic conditions.

The multihead weigher and the packaging machine are thus already perfectly adjusted to one another long before production starts. Following the conclusion of the tests, the customer is presented with detailed documentation, opportunities and risks are outlined, and a solution will be worked out in a joint effort with the customer.



Installation and Implementation in accordance with manufacturer's guidelines:

Our experienced Yamato Service Engineers conduct the professional installation of the multihead weigher and its implementation into the production process according to international guidelines.

Trainings:

During the on-site trainings by the Yamato technicians, the operators of Yamato multihead weighers assimilate all the knowledge and skills necessary to operate the machines in an optimum way.

Rental Service:

Yamato's service of providing rental machines offers you the possibility to accommodate short or medium term production peaks. This way you have the option of reacting in a flexible and cost-efficient way without being required to increase your investment in your installation.

Yamato delivers the rental machine to the customer and integrates it into the production process. Once the rental machine is no longer needed, a Yamato Engineer will come to dismantle it and take it back.



Customer-specific Modifications and Repairs:

In the rare event that the functioning of a Yamato multihead weigher should be impaired, our Yamato Service Technicians will effect prompt professional repairs on-site to minimize the machine's downtime.

The repairs are subject to strict Yamato guidelines and are performed using Yamato Genuine Spare Parts. The conducted repairs all offer the Yamato | **PROSERV** - guarantee!

Yamato On-site-service:

- Application service / Customizing
- Installation & Implementation
- Trainings
- Customer-specific Modifications & Repairs
- Rental Service



Customer-specific Modifications and Maintenance:



In order to keep the customers' weighers up to date in terms of the latest technology, professional repairs and modifications are conducted in the Repair-Center at Yamato's European headquarters.

Following the repair or modification, the customer is presented with a detailed report and the weigher is reimplemented on site.

Only genuine Yamato | **BLUE ORIGINAL** spare parts are used for the repairs or modifications, and the work performed on the machines offers the Yamato | **PROSERV** - guarantee!

Repair and Exchange of actuator units:

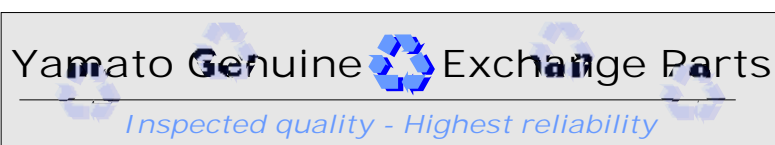
Yamato products distinguish themselves by their top quality and their longevity. The exchange of a particular part can however become necessary at some point. In order to avoid excess costs for the exchange of important parts, Yamato has elaborated a financially interesting program of repairs and exchange parts.

Should you require the repair of an actuator unit, Yamato will perform professional repairs according to our strict guidelines using Yamato | **BLUE ORIGINAL** - Genuine Spare Parts. Only Yamato is able to secure professional repairs and to offer a guarantee for the conducted repairs.

It is better to play it safe and only rely on the manufacturer for any repairs.

Should you prefer a reprocessed and certified exchange actuator unit, it will be delivered to you within 24 hours.

The inspected and certified exchange parts are all of the same quality as a new part, the level of quality here being the same as that during the serial production.



Service Hotline:

The Yamato Helpdesk can be reached at:
02154 - 9159-40
for extensive advice, ensuring prompt feedback to all your queries.

Yamato In-house-service:

- Customer-specific Modifications & Maintenance
- Service Hotline
- Actuator Repair
- Training and Workshops at the Yamato | ACADEMY



Trainings and Workshops:

Well qualified and well trained employees are the main assets of a company, as they are the only ones capable of correctly operating and employing the machines and installations as well as of preventing downtime. Thereby optimizing the production and avoiding repairs in the long run.

Yamato's Training and Workshop program is tailored to meet the needs of the customers. The Trainings and Workshops of Yamato | **ACADEMY** ensure that the trainees assimilate all the knowledge and skills necessary to operate the machines in an optimum way.

Techn. concept of the
multihead weigher

Concept & maintenance
of the machine software

Systems installation &
maintenance

Operation & handling
of the machine

Trouble shooting

The trainings, which are based on a modular design and feature a subsequent advance training course, take place in the Yamato Training-Center in Willich on a regular basis. Upon completion of the training, the trainees are issued a Yamato | **ACADEMY** certificate confirming the acquired knowledge.

Upon special request, the trainings and workshops can also be held on site in the customer's company. The trainings are held in German and English. The updated trainings and workshops schedule presents an overview of the Yamato | **ACADEMY** program.



Yamato Genuine Spare Parts

In terms of the reliability of your installation's performance, it all comes down to this: Quality

Genuine Spare Parts fulfill the highest quality standards and ensure the longevity and maintaining of the value of your installation.

Yamato Genuine Spare Parts: Yamato | **BLUE ORIGINAL** are subject to the same high demands on quality as the machines themselves. Each part is specifically developed, produced according to the most modern standards and subjected to rigorous quality controls.

Not only does the use of Yamato | **BLUE ORIGINAL** Genuine Spare Parts allow you to maintain the value of your installation, it also enhances the reliability of the installation's performance, as Yamato guarantees the high quality of its original spare parts.

The use of Yamato Genuine Spare Parts ensures the high quality of the products and of the production in the long term.

To top off its professional service, Yamato offers customized spare parts packages combined with various maintenance contracts.

With about 3,000 readily available units, Yamato guarantees a prompt and reliable replenishment in spare parts.

The advantages of the Yamato | **BLUE ORIGINAL** Genuine Spare Parts are obvious:

- High availability of the spare parts
- Daily dispatch by courier
- Highest demands on quality
- Controlled quality
- Spare parts lists specific to each machine
- Yamato | **BLUE ORIGINAL** Genuine Parts Guarantee
- Support Hotline



Yamato

BLUE ORIGINAL
Genuine Parts

Pre-Sales

After-Sales

Initial
Operation

Long-term
Operation

For Yamato's multifaceted Customer Service, our customer always comes first

Our customers' requests and requirements are manifold, each taking into account the specific conditions of the installations on site.

Customized, client-oriented offers and first class quality therefore distinguish professional service.

Both these factors are provided to you by the professional service offers that constitute the Yamato | **PROSERV** - program, whereby you can benefit from the premium service either on site or at the Yamato headquarters.

With reliability, the ability to plan ahead, continuity and transparency we provide the grounds for a long-term partnership based on trust and cooperation.

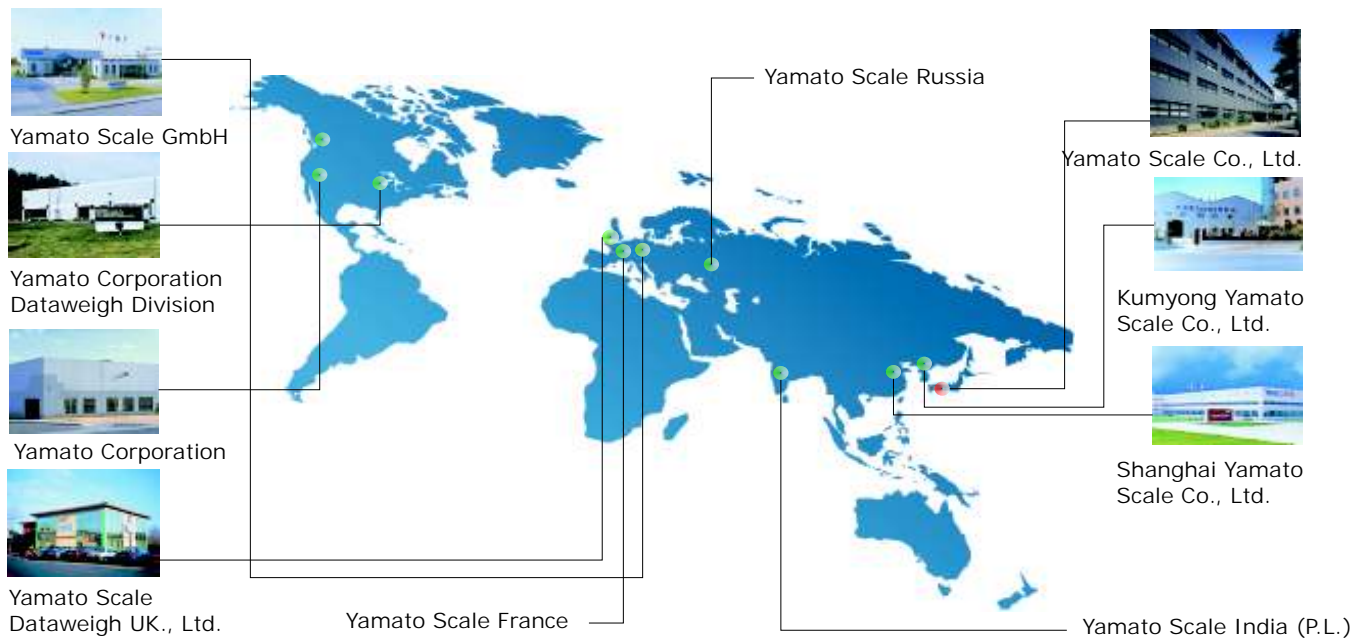
No matter which service offer you choose, you will always win!



The advantages Yamato | PROSERV offers you:

- Quality
- Reliability
- Flexibility
- Possibility to plan ahead
- Efficiency
- Customer satisfaction
- Promptness

Yamato - Leading in Multiheadweighing - worldwide!



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