

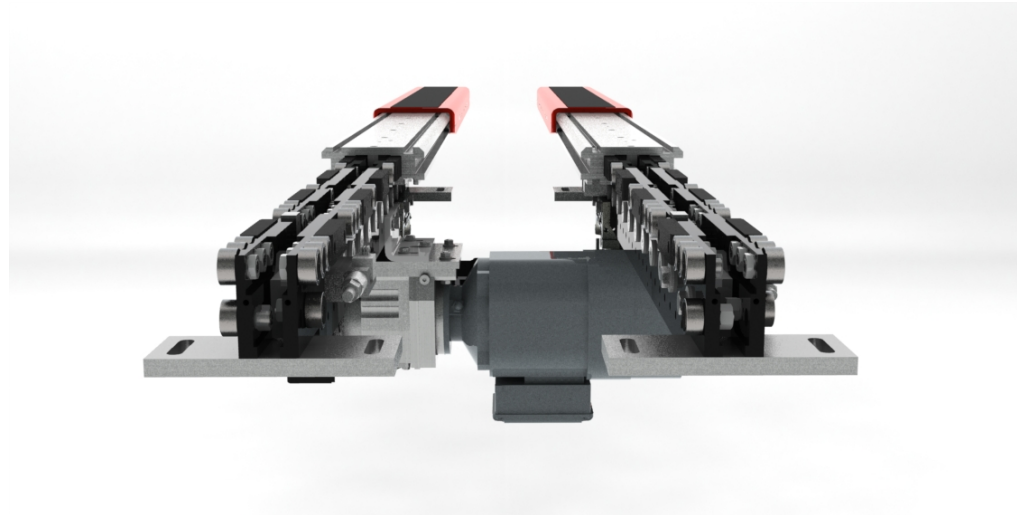
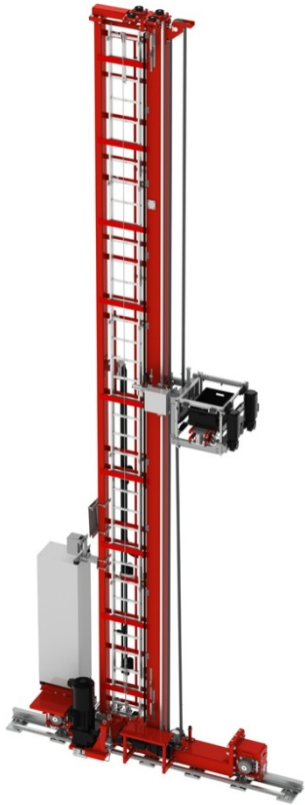
MIAS

EXCELLENCE IN MOTION

Service Offering

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Welcome to MIAS



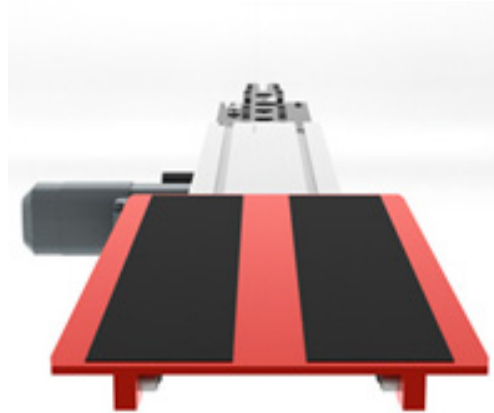
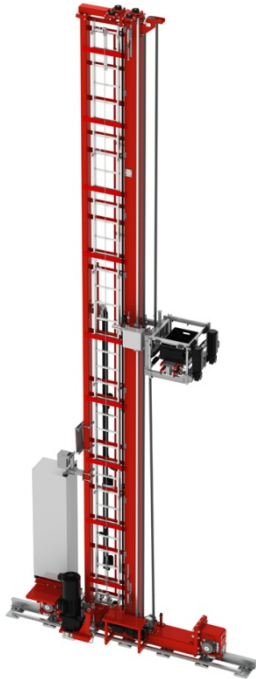
Global Provider of Load Handling and Transport Technology. Based in Five Countries around the World: China, Germany, Hungary, Italy, USA.

Business Units

Stacker Cranes
AS/RS

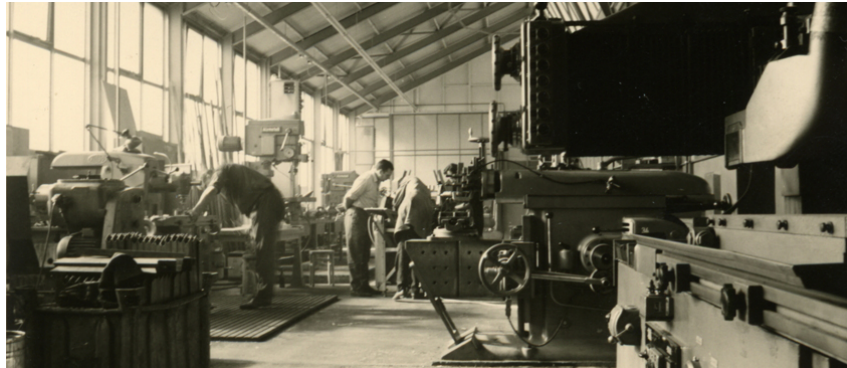
Load Handling
Devices

Retrofit,
Servicing and
Support





MIAS – Innovation is Our Tradition



1947 – 2013 Experience = Excellence

Alfons Büttner Sr.
founds a locksmith's
shop

Machine building
and steel fabrica-
tor company

Construction of one
of the first High-
Rise-Warehouse for
Bayer AG

Foundation of MIAS
Maschinenbau,
Industrieanlagen &
Service GmbH

Establishment of
production site in
Hungary

Foundation of
MIAS Inc.,
Materials Handling
in S.C./USA

Foundation of MIAS
Materials Handling
(Kunshan) Co., Ltd.
China

Foundation of MIAS
Italy

1947

1957

1965

1985

1989

2006

2009

2011

SERVICE OFFERING

A NEW APPROACH TO SERVICE.

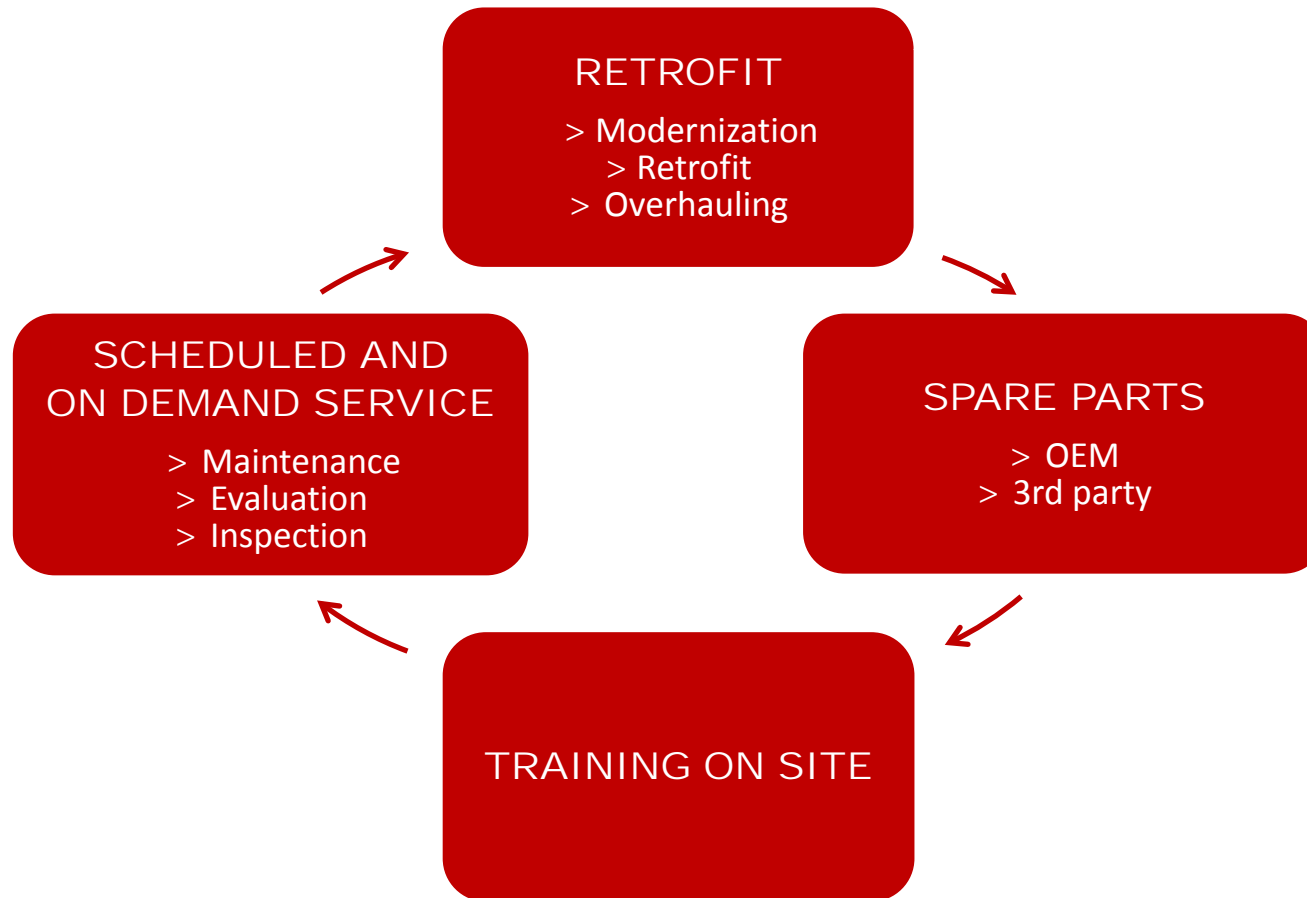
MIAS Services represent a new approach to service. Because in today's highly competitive world, you need more than just service after the sale.

- > As your partner, we are a key source of knowledge and expertise.
- > Our integrated solutions minimize unexpected downtime, delays, and expenses.
- > Our ongoing assessments and upgrades maximize the useful life and long-term value of your capital investments.

In short, you need more than just equipment maintenance and repair. You need a partner capable of delivering superior services throughout the entire product life cycle.

 SERVICE OFFERING: Overview

ALWAYS THERE FOR YOU: SUPPORT FROM MIAS!



SUPPORT SERVICES PROGRAMS

LOOKING FOR A MAINTENANCE PLAN?

Our Support Services Programs offer your system protection with inspections, preventive maintenance, and service calls!

> Scheduled maintenance (Labor, Labor and Parts)

Contract and Non-Contract Preventive Maintenance visits for equipment include a thorough inspection and calibration, replacement of parts, necessary equipment adjustments, and proper documentation.

> On-demand Service (Emergency Service)

Our On-demand services don't stop at proactive equipment care. We're here for you when the unexpected happens and you need service right away to keep your operations running.

> Inspections and Evaluations

MIAS inspection and evaluation services identify potential service/equipment problems or opportunities to help you manage your risk and maximize uptime.

RETROFIT/MODERNIZATION

FIT FOR THE FUTURE.

MIAS Modernization is a cost effective solution for extending equipment life while improving performance. MIAS's modernization and equipment rebuild can enhance the capabilities and features of your existing equipment, without incurring a major capital expense.

Benefits of MIAS Modernization include:

- > Improved equipment performance
- > Extended equipment life
- > Maximized uptime

 SPARE PARTS

YOU CAN'T AFFORD EQUIPMENT DOWNTIME.

So why take the chance that a part you choose could negatively impact the performance of your equipment?

- > MIAS can tailor a Recommended Spare Parts (RSP) package so you'll always have on hand what's necessary for common repairs.
- > You'll get genuine OEM parts to maximize performance, operation life, and cost effectiveness.
- > Each and every part in MIAS equipment is chosen based on the highest quality standards to ensure your equipment functions at its best.
- > Parts for non-MIAS systems.
- > Custom manufactured parts.



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TRAINING

CUSTOMIZED ON-SITE TRAINING PROGRAMS.

- > Comprehensive customer training programs are available on-site at your facility. This ensures staff is familiar with the actual equipment they will be working on.

Why MIAS?

REASONS CUSTOMERS CHOOSE MIAS.

With MIAS's technical expertise and OEM manufacturing capability, we can improve the operational reliability and efficiency of your system, while reducing your system's life-cycle costs.

- Factory Trained Field Service Engineers
All Field Service Engineers are factory trained and certified.
- Experience
Over 40 years experience, technical expertise engineering, designing, manufacturing and service experience.
- Cost Containment
Proactive Support Services Programs minimize production interruptions while promoting performance optimization and cost reduction/avoidance.
- Customized Service and Support Plans
Customized programs tailored to your workflows and budget, to keep your equipment operating in peak condition.

Why MIAS?

REASONS CUSTOMERS CHOOSE MIAS.

- Global but Local
MIAS is based in five countries globally for proximity to our customers. Expert local service is supported by a globally-based service organization.
- Technology, Support & Expertise
MIAS's industry knowledge combined with our state-of-the-art technology and in-house engineering services.
- Certified Customer Training
Comprehensive training programs enhance the skills of maintenance staff and ensure the long-term performance of the system.
- Maximized Uptime
Proactive inspection and maintenance maximizes uptime by minimizing unscheduled/planned down time.



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