

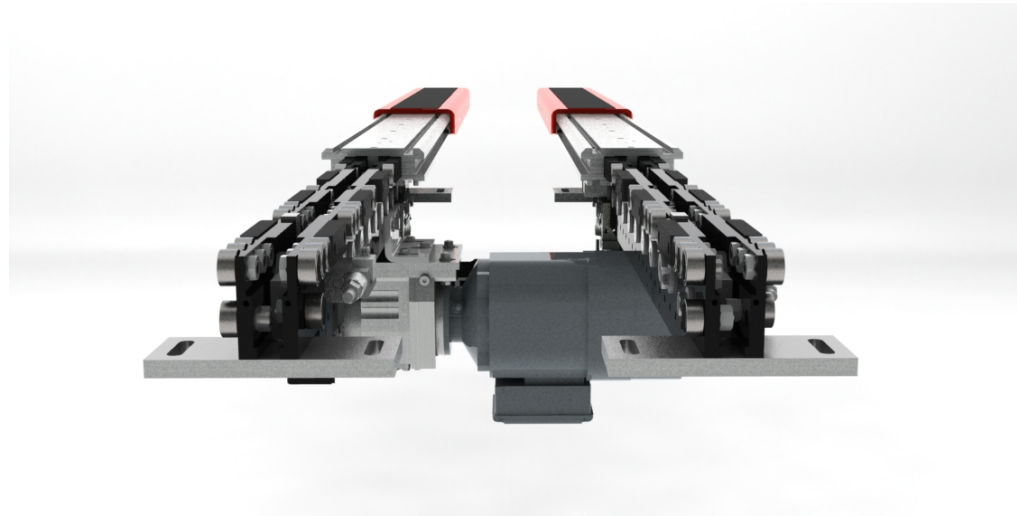
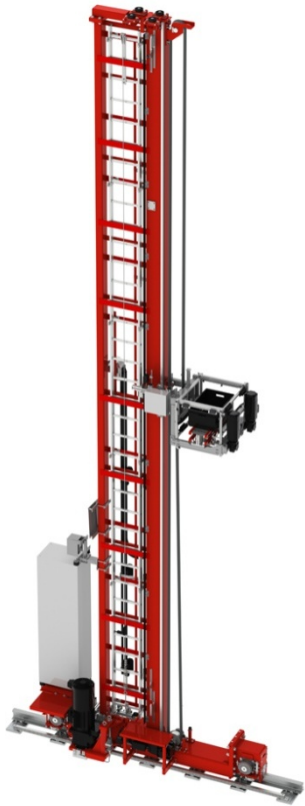
# MIAS

## EXCELLENCE IN MOTION

Service Offering

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Welcome to MIAS



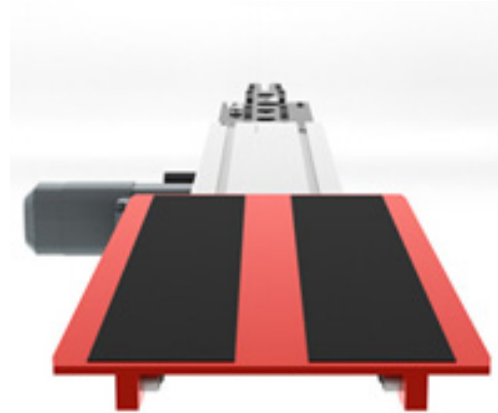
Global Provider of Load Handling and Transport Technology. Based in Five Countries around the World: China, Germany, Hungary, Italy, USA.

Business Units

Stacker Cranes  
AS/RS

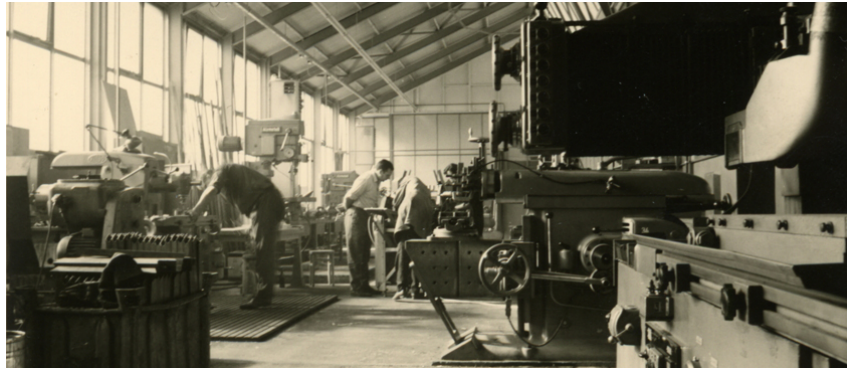
Load Handling  
Devices

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.

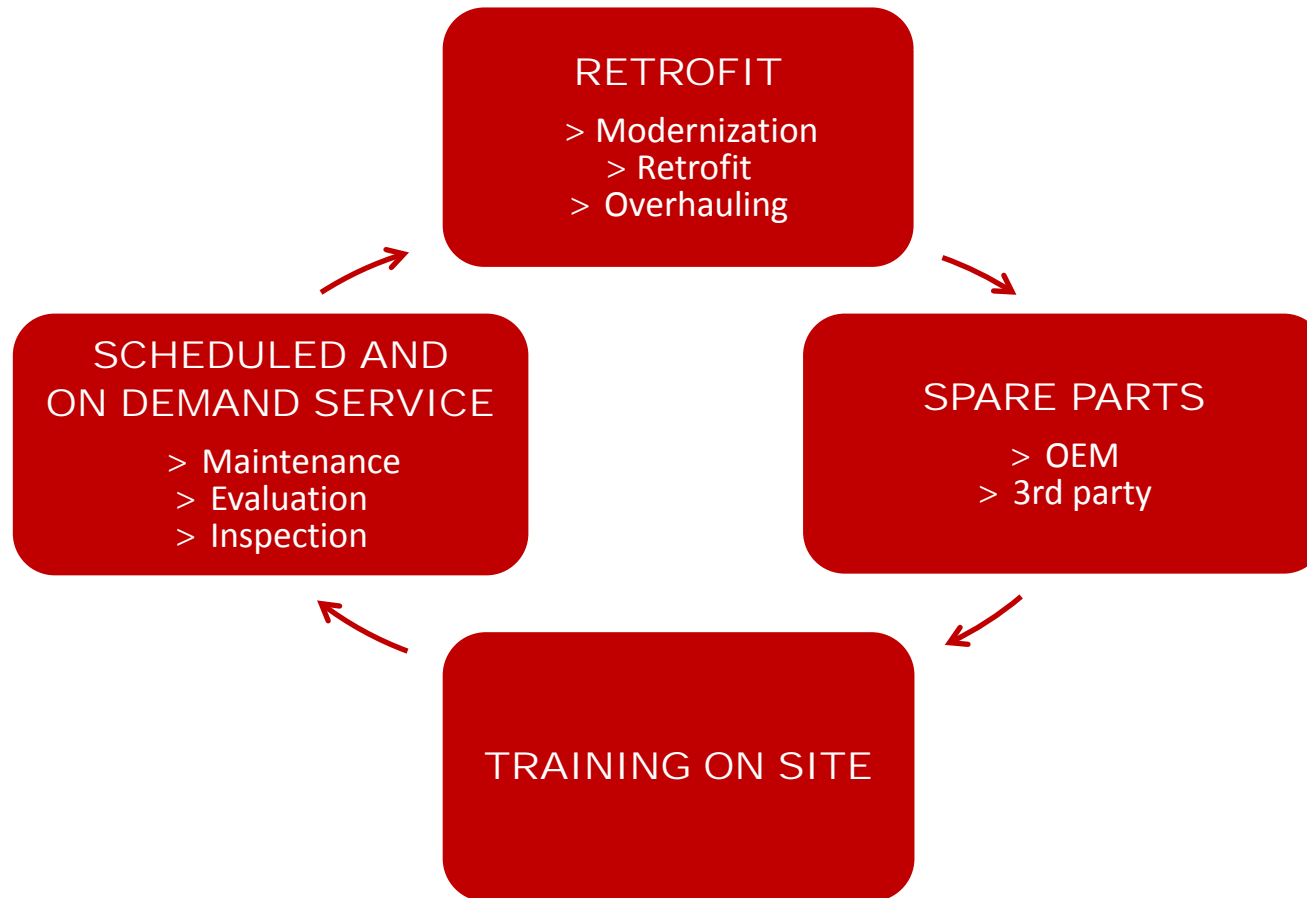
MIAS Services represent a new approach to service. Because in today's highly competitive world, you need more than just service after the sale.

- > 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.



## MIAS

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