

winbrogrou.com

In addition to our UK headquarters and USA facilities, Winbro Group Technologies has a number of partner companies strategically located to provide local sales and service support.

**UK, Europe and ROW**  
Winbro Group Technologies  
Whitwick Business Park  
Coalville, Leicestershire  
LE67 4JP  
UK

Tel: +44 1530.516.000  
Fax: +44 1530.516.001  
Email: sales@winbrogrou.com

**USA, Canada and Mexico**  
Winbro Group Technologies  
1815 Clubhouse Road  
Rock Hill, South Carolina 29730  
USA

Tel: +1 803.985.9481 (Sales)  
Tel: +1 888.948.6400 (Service)  
Email: sales.na@winbrogrou.com



**Global Support Contact Details**

**UK/Europe & Asia**

Service & Technology Upgrades

Tel: +44 (0) 1530.516.085

**North & South America**

Service & Technology Upgrades

Tel: +1 888.948.6400

**Email Contacts**

service@winbrogrou.com

tooling@winbrogrou.com

spares@winbrogrou.com

We strive for complete customer satisfaction by supporting Winbro products beyond expectations.

## PRODUCT SERVICES

Global Support From  
Our UK & USA Facilities

- Service
- Spare Parts
- Tooling
- Upgrades

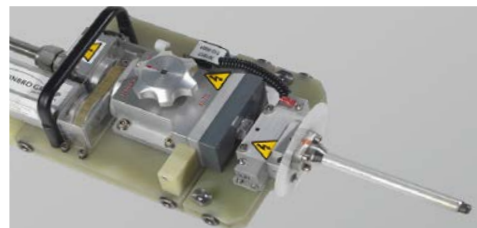


PRODUCT SERVICES

PRODUCT SERVICES



Winbro Group Technology engineers have been supporting our systems and technologies for over 30 years. We understand the importance of timely response within high pressure production environments, therefore we strive for complete customer satisfaction by supporting Winbro products beyond expectations.



Winbro Group Technologies provides support for all of our machine systems tooling and technologies, new and old. The robust build quality and high reliability of Winbro systems means that there are many of our early machines still operating within high duty cycle environments.

#### Machine Spares

Winbro offers a range of spare parts, many of which are available directly from stock to support our machining systems and tooling. Our range includes all critical spares, together with EDM & laser consumables and electro-mechanical machine parts. Winbro also has a dedicated printed circuit board build and repair facility.

#### Tooling and Tooling Spares

Winbro has its own dedicated tooling facility offering full design and manufacture of new tools and also repair of existing tools for product improvements or new part introductions. With a significant stock of tooling spares and consumables Winbro can respond quickly and efficiently to individual customers production requirements.

#### Service and Maintenance Contracts

Winbro has considerable experience in providing a wide range of service and maintenance contracts, covering multiple or single machine installations. We handle all contracts in a thoroughly professional manner and cover not only systems but also fully integrated spares inventory management, provision of dedicated on site technicians and uptime guarantees.

For customers who are more self-sufficient, we provide a timely response to cover preventive maintenance. Maintenance contracts are always tailored to suit the specific requirements of a site and often include process support, tooling management and consignment parts.

Winbro's Service and Maintenance response can be tailored to individual site needs, providing the required level of support and ensuring the highest possible levels of uptime.

#### Technology Upgrades

Winbro is committed to a process of continual improvement on existing products, together with a programme of developing new innovative technologies. Very often these improvements and technologies can be retrofitted as upgrades to customers existing systems, providing a cost-effective route to achieve functionality, productivity and reliability improvements.



#### Service Level



#### UK

- Fully manned with guaranteed % uptime

- Agreed % uptime
- 2-12 hour on site response
- 12 & 6 month preventative maintenance checks
- Strategic stock holding
- Free training
- 24/5 Telephone assistance
- Parts discount

- 12-24 hour on site response
- 12 & 6 month preventative maintenance checks
- Strategic stock holding
- Working hours telephone assistance

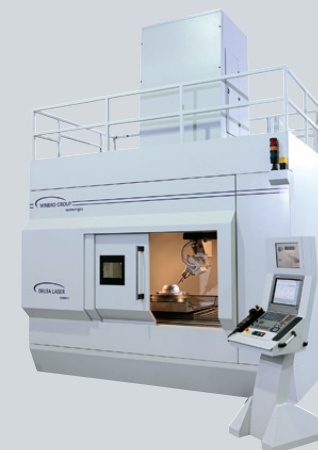
- 24-48 hour on site response
- 12 & 6 month preventative maintenance checks
- Working hours telephone assistance

- 48-72 hour on site response\*
- Working hours telephone assistance\*

#### Global

- 2 Days engineer on site

- 2 Days engineer on site



1. PCB repair  
 2. GT XSPR tool with long guide quill  
 3. Winbro offer technology upgrades for existing systems  
 4. Winbro HSD6-III Machine  
 5. Winbro Delta laser machining system

\* dependant upon engineer availability

PRODUCT SERVICES