

Welcome to

Glunz & Jensen



*An introduction to the
most important functions
of our business*

Welcome to Glunz & Jensen

We are pleased to welcome you and we look forward to a mutually successful, strong and long-lasting relationship with Glunz & Jensen.

Please find a short introduction to some of the most important functions of our business.

Introduction of our Order Handling, Technical Support & Service, Website and General Conditions as well as information about contact persons and our expectations to you as a customer.

The purpose of this introduction is to get you started and making it possible for you to get access to relevant information.

Best regards,



Massimiliano Merlo
CCO

GLUNZ & JENSEN 



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How to place orders with Glunz & Jensen

When you are ready to place orders, please contact our Internal Sales Team or our local Sales Representative who takes care of our customers all over the world. (Page 9)

When you place an order we need to know the part number of the Equipment, Spare Part(s) and/or Consumable(s) you plan to order.

Part numbers for Equipment can typically be found in our Price List.

For Spare Parts you can find part numbers in the relevant Service or Spare Parts Manuals.

For Consumables you can find part numbers in the relevant iCtP Plate Price List.

Technical Support & Service

For Technical Support & Service, please contact us by e-mail or phone, or use the web form on the Glunz & Jensen web page to explain product issues.

E-mail: callcenter@glunz-jensen.com

Phone (HQ): +45 5768 8100 (Ringsted, Denmark)

Phone (US): +1 864 568 4638 (Inman, SC, USA)

Technical Support Department offers services such as:

- CallCenter support
- Preventive Maintenance Kits
- Up-time Kits
- Technical Training Seminars

In addition our website (SUPPORT) offers services such as:

- Access to Product Manuals
 - Pre-installation Manuals
 - Installation Manuals
 - User Manuals
 - Service- and Spare Parts Manuals
- Access to Equipment Software
- Access to Customer Support Notes
- Warranty Claims handling

Installation & Service:

We also offer Installation, Preventive Maintenance Service and Emergency Service. Technical Training Seminars can be provided at our facility in Slovakia or eventually at customer site. Seminars are conducted in English.

For further information please contact Customer Support or go to our website at

<http://www.glunz-jensen.com/>

Spare Parts Supply

Glunz & Jensen holds Spare Parts stocks of more than 5,000 Spare Parts IDs.

Glunz & Jensen keeps Spare Parts stock on two physical locations:

- Presov, Slovakia
 - Covering more than 95 % of critical Spare Parts requirements.
- Inman, SC, USA
 - Covering up to 90 % of critical Spare Parts requirements.

Glunz & Jensen is expediting and shipping Spare Parts approximately 250 days per year and has a delivery performance of more than 95 %.

Spare Parts orders received before 13:00/1:00pm will be expedited and typically shipped on the same working day.

Spare Parts orders received after 13:00/1:00pm will be expedited and typically shipped the following working day.

Glunz & Jensen guarantees Spare Parts availability at least seven (7) years after any product has been discontinued.



Introduction to www.glunz-jensen.com

As a Glunz & Jensen customer we advise you to join our website by creating a partner login. This will then give you access to all relevant information for your specific equipment.

How to create a Glunz & Jensen login:

1. Enter www.glunz-jensen.com
2. Click “Login”
3. Click “Create a new account” and follow the instructions
4. Await our approval by return e-mail

When we have approved the e-mail address, your login will be fully functional and you will then be able to find information on product specifications and features, available accessories and maintenance kits.

You can download brochures, pictures, software and manuals for your equipment. So if you need the manuals for the equipment either for pre-installation, installation, user manual, service or maintenance you will also be able to download these from the website.

Among other things you will of course also be able to find all information regarding our business, products and contact points.



General Conditions & Key Points*

Warranty, Payment Terms, Spare Parts Discount

Warranty period of Equipment and Spare Parts

Glunz & Jensen warrants that equipment and spare parts are delivered free from defects in materials and workmanship and will – unless otherwise agreed in writing – perform in accordance with the specifications under normal operating conditions for a period of twelve (12) months from the date of invoice.

Warranty claim procedure (CNC system)

Step 1: Help your customer to get up running again immediately

If a technical issue has arisen in the field during your warranty period, you should as first line responsible towards your customer, immediately identify the cause of the problem. If required – replace defective part(s) in order to eliminate/minimise down-time at your customer's site.

Critical spare parts should ideally be available from your spare parts stock; alternatively such spare parts should be rush-ordered from Glunz & Jensen (on a valid purchase order which will be invoiced at normal spare parts prices).

Step 2: Contact Glunz & Jensen

Once your customer is up running again, the matter is between you and Glunz & Jensen to sort out. If Glunz & Jensen accepts the case as a warranty case we will issue credit note accordingly or alternatively supply replacement spare parts, free of charge.

If you wish to raise a warranty claim, please go to our website to fill out a Complaint Form or write to: CallCenter@glunz-jensen.com.

Payment Terms

Unless otherwise agreed in writing, NET CASH 30 days from date of invoice. Payment shall be made in the currency as stated in the invoice.

Spare Parts Discount

Your spare parts discount will typically reflect the amount of business you are doing with Glunz & Jensen and will be reviewed once a year.

You will receive the complete General Conditions along with your order.

**Note: Conditions are subject to changes without prior notice.*

Expectations

We expect from you

- Required technical competencies to install, operate, maintain and service our equipment. This means having passed one or more of the Technical Training Seminars held by Glunz & Jensen.
- English communication with our different departments
- Adequate application background
- Sufficient stock of recommended and critical spare parts
- Sufficient stock of consumables
- Compliance with our guidelines on how to treat our Equipment, Spare Parts and Consumables as we recommend in our External Documentation.

You can expect from us

- High Delivery Performance
 - Equipment
 - Spare Parts
 - Consumables
- High Quality Out Of the Box (installation/run-in)
- High Quality Equipment during life time
- Original Spare Parts
- High Quality Consumables
- High Level of Technical Support from Customer Support
- High quality Installation and Service

... not to mention a strong, long-lasting partnership!



Your day-by-day contacts at Glunz & Jensen

Americas

equipment orders and spare parts

orderdesk@glunz-jensen.com

Rest of The World

equipment orders and spare parts

order@glunz-jensen.com

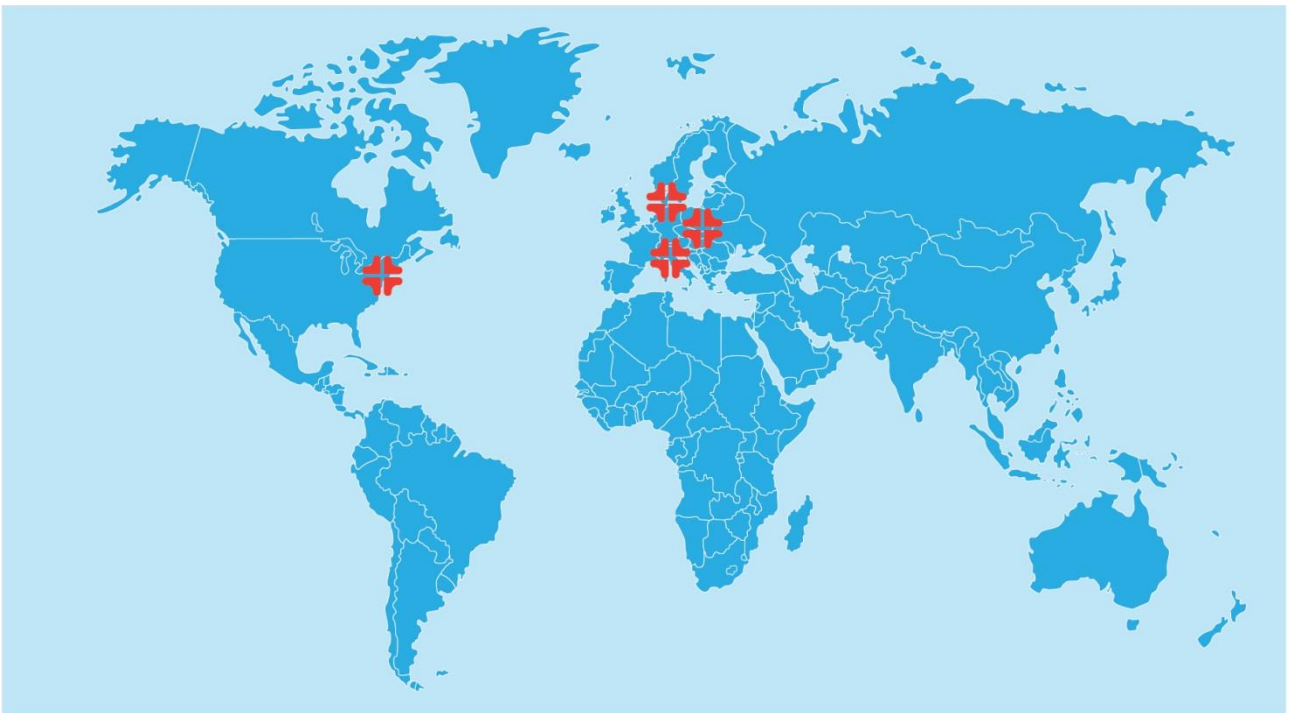
technical support

callcenter@glunz-jensen.com

Thank you

We appreciate Your Business.

We look forward to our future partnership!



Contact us at
www.glunz-jensen.com

