



## PRESS RELEASE

# Prepare today for the needs of tomorrow with AUMUND Original Spare Parts

Rheinberg/Germany, May 2020

**AUMUND looks after its customers, especially in difficult times. During the current coronavirus pandemic, the international companies of the Group continue to offer their reliable After Sales Service. Many customers, from cement, steel and other industries, have taken the opportunity to order spare and wear parts for their AUMUND machines earlier than planned, in order to be prepared for the time after the coronavirus crisis, when production capacities will be increased again.**



AUMUND warehouse in Rheinberg/Germany and dispatch of the AUMUND AU19 chain, strongest Bucket Elevator chain in the TILEMANN product range (photos AUMUND)

Available rapidly and globally, AUMUND original, high-quality spare parts and a network of After Sales specialists are a few of the outstanding features of AUMUND's international spare parts service.

### **Decentralised Spare Parts Logistics**

To make sure that spare and wear parts are readily available, AUMUND has organised its spare parts logistics over five locations. Customers in more than 120 countries of the world are sure to receive their required spare parts either from Rheinberg in Germany, Atlanta in the USA, São Paulo in Brazil, Riyadh in Saudi Arabia, or from Hong Kong.

### **Experienced Teams**

The central and largest AUMUND distribution hub for spare and wear parts is located at AUMUND Fördertechnik GmbH in Rheinberg, Germany. The Spare Parts Service Department domiciled here is not only responsible for the EMEA



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region, but also handles orders from the international AUMUND subsidiaries, which have their own experienced local specialists. With these spare parts teams AUMUND is able to sustain a wide spectrum of services for its customers, which ranges from consulting to planning and proposals to dispatch.

### **AUMUND Original Spare Parts for Key Components**

The same AUMUND quality and reliability runs through to After Sales, with exclusive use of AUMUND original spare parts for the key components of AUMUND machines. This is the case for example with belts, as well as pans and rollers for conveyors. Bucket Elevator and Conveyor Chains as well as other specialised components are manufactured by TILEMANN Chains & Components, an AUMUND Group Company with a range of products comprising around 1,500 items. Spare parts such as rollers and chains, which are of vital importance to customers' production processes, are held in stock in ample quantities and in various models in the AUMUND distribution warehouses. This makes it possible to react in the shortest possible time to unpredicted situations such as emergency plant stoppages. On top of this, AUMUND has fixed supply contracts with manufacturers of third-party components such as motors and gearboxes, to ensure single-source supply of spare parts by AUMUND.

The coronavirus crisis so far only had a negligible influence on chain manufacture, allowing TILEMANN to continue to work in three shifts.

### **Proactive Customer Service**

Another characteristic of AUMUND Spare Parts Service is proactive and personalised customer service. Machine inspections carried out as part of the PREMAS® Preventive Maintenance Service Programme play an important role, because coupled with decades of international experience, it means that AUMUND knows which spare and wear parts are likely to be required at any given time by a particular customer.

AUMUND customers can benefit from this service and know-how even in the current coronavirus situation, because AUMUND knows what the customer needs!

### ***About the AUMUND Group***

*The AUMUND Group is active worldwide. The conveying and storage specialists have special expertise at their disposal when dealing with bulk materials. With their high degree of individuality, both its technically sophisticated as well as innovative products have contributed to the AUMUND Group today being a market leader in many areas of conveying and storage*



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*technology. The manufacturing companies AUMUND Fördertechnik GmbH (Rheinberg, Germany), SCHADE Lagertechnik GmbH (Gelsenkirchen, Germany), SAMSON Materials Handling Ltd. (Ely, England), as well as AUMUND Group Field Service GmbH and AUMUND Logistic GmbH (Rheinberg, Germany) are consolidated under the umbrella of the AUMUND Group. The global conveying and storage technology business is spearheaded through a total of 19 locations in Asia, Europe, North and South America and a total of five warehouses in Germany, USA, Brazil, Hong Kong and Saudi Arabia.*



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