

A man with a mohawk hairstyle, wearing an orange high-visibility work jacket and blue gloves, is focused on working on a piece of machinery. The background shows a factory environment with a yellow structure and some tools hanging on a wall.

# Service products

Your shredding partner long after the sale

**UNTHA**

shredding technology

All of our customer services exist to help you maximise the ongoing productivity, performance and profitability of your plant.



## Introducing UNTHA service products

**The shredding industry is crowded with machinery vendors and distributors vying for the next sale. And, of course, some waste and recycling operators come to us, certain of the shredder they need, and nothing else.**

But there are other customers who are looking for more. They're on the search for a long-term shredder partner who will get to know their business and support them from the initial point of enquiry, through the successful commissioning phase, and long into the future.

They're looking for a true shredding specialist that can train their engineers, be on hand with process optimisation tips, develop preventative maintenance plans, help maximise plant yield, and minimise disruption if the unexpected ever happens.

That's why we pride ourselves on being one of the most renowned shredding partners, worldwide. We can supply a single piece of equipment. We can design and commission a complete turnkey plant. And we also have a range of UNTHA service products specifically designed with customers' return on investment in mind.

## Project management

**Every client project is different, so we don't ever just roll out a 'one size fits all' approach to managing it. But some things do remain constant whatever we're working on.**

Whether we're tackling a new machine installation, a plant shutdown or a shredder rebuild, you'll benefit from the same strict scheduling, support from the same highly-accredited engineers, and the delivery of world-class equipment, on time and within budget.

We've invested more than £250,000 in systems that ensure projects flow smoothly. That means a central source of data, so that UNTHA colleagues have access to the information they need, exactly when they need it, and there's an audit trail of everything from start to finish.

We've recruited carefully – everyone in our team, from our shredder consultants and engineers, through to our aftersales support staff and management, is wholly committed to delivering the highest level of customer service.

We've also worked hard to secure – and maintain – our hat-trick of ISO accreditations for quality, health and safety, and environmental excellence. But continuous improvement is what we're really bothered about. Our dedicated quality manager (UNTHA's standards champion) has a keen eye on all things process-related, to ensure we uphold and evolve our approach to project delivery, risk management and compliance.



## Service & maintenance

**It's not just our shredders that make us stand out from competitors. All of our customer services exist to help you maximise the ongoing productivity, performance and profitability of your plant.**

Our shredders are supplied with a 12-month warranty as standard, but because we want to protect your ROI long into the future, we also offer:

- Operator training (plus refresher/new starter sessions)
- Scheduled inspections and preventative maintenance programmes
- Cutter & screen refurbishments
- Parts audits
- Remote diagnostics
- Shredder trials and feasibility studies as operations evolve
- Breakdown assistance if the unexpected happens.

**How much do shredder service and maintenance packages cost?**

Everything depends on the machine, input materials, typical operating hours, and clients' in-house engineering skills, so talk to us for a quote.

You can also roll UNTHA's service and maintenance support into a finance package to spread the cost – even to the point of including spare and wear parts for a fixed monthly fee with no unexpected surprises.



*"We were impressed by not only this machine, but also the performance commitment and professional service of the UNTHA team. We're looking forward to putting the shredder through its paces as our business evolves."*  
**Eco Sustainable Solutions**



*"Great service, knowledgeable and professional, proactive team delivering quality on time, on budget. Recommended."*  
**Indigo Environmental Group**



## Customer support

**The whole purpose of UNTHA's service products is to deliver value adding support, long after a shredder has been commissioned.**

So, whilst many customers are more than happy to maintain their machines themselves, others like to call upon our expertise if they're concerned about the running condition, something unexpected happens, or they simply want to explore how to optimise their operation.

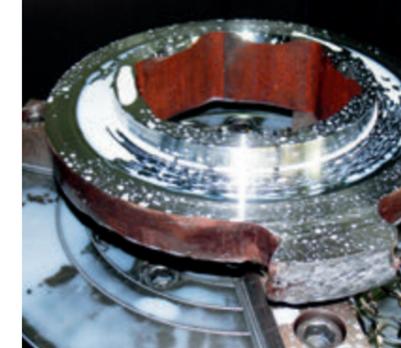
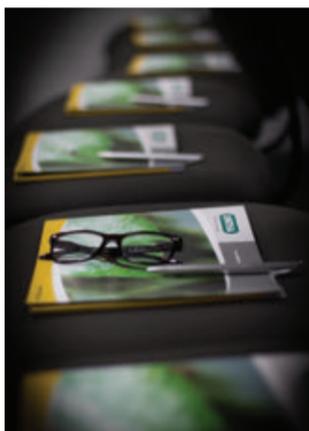
**We can help in one of three ways:**

**Level 1** – If we receive a customer support call, one of our highly-trained shredder engineers will dial in remotely to diagnose the issue and/or provide operator guidance.

**Level 2** – If we can't 'fault find' from a distance, we'll schedule a time for a UK engineer to visit your site and work on the shredder. Our goal is maximum uptime with minimum disruption.

**Level 3** – We'll escalate to our Austrian HQ if the matter requires deeper investigation, and work with you until your system is fully operational.

This dedicated engineering support is included within our warranties, and available within our service packages for the lifetime of the machine.



## Spare & wear parts

**It's no big secret that machine throughputs can be reduced by up to 20%, by not using manufacturers' original spare and wear parts. Add to that the fact that 70% of all shredder breakdowns are a result of non-OEM consumables, and the cost of purchasing the wrong parts soon spirals.**

We understand that our customers need quick access to hard-wearing, long-lasting and cost-effective spare and wear parts, so that they can protect their shredder, and their bottom line.

That's why we've invested hundreds of thousands of pounds in a fully-stocked UK parts warehouse. From shredder cutters and interchangeable screens, through to motors and inverters, we have more than 8,000 product lines available.

Your shredding system can be made up of hundreds of component parts. With a fully stocked UK warehouse our aim is to support customers long after the initial installation, for maximum uptime and yield.

*"As a not-for-profit enterprise, our entire surplus is reinvested back into the company to offer greater opportunities to ex-service personnel and people with disabilities. So, because our shredder has helped us make a huge reduction in cost, UNTHA can proudly say they are making a real difference to these peoples' lives."*  
**BMMC - The social enterprise of charity Royal British Legion Industries**

## Shredder rebuilds

**UNTHA shredders are renowned worldwide for their longevity – designed and engineered for what often results in decades of operational life. But when customers have run them as far as they think is possible, that doesn't mean that's the end of the machine!**

Our world-class engineers don't just know how to service and maintain UNTHA shredders – they can rebuild them too. Able to overhaul them to a fantastic condition, there's consequently no need to buy a new asset!

### How does this process work?

Once a customer has reached out to us, we'll book in a site visit, inspect the machine, assess whether a rebuild is possible and scope out the project. If our quote is approved, we'll then ship the shredder to our HQ, conduct the overhaul and test the rebuilt asset before scheduling the recommissioning.

We keep in touch with customers every step of the way if we uncover anything unexpected to ensure there are no nasty surprises when it comes to costs or timescales.

### What are the benefits?

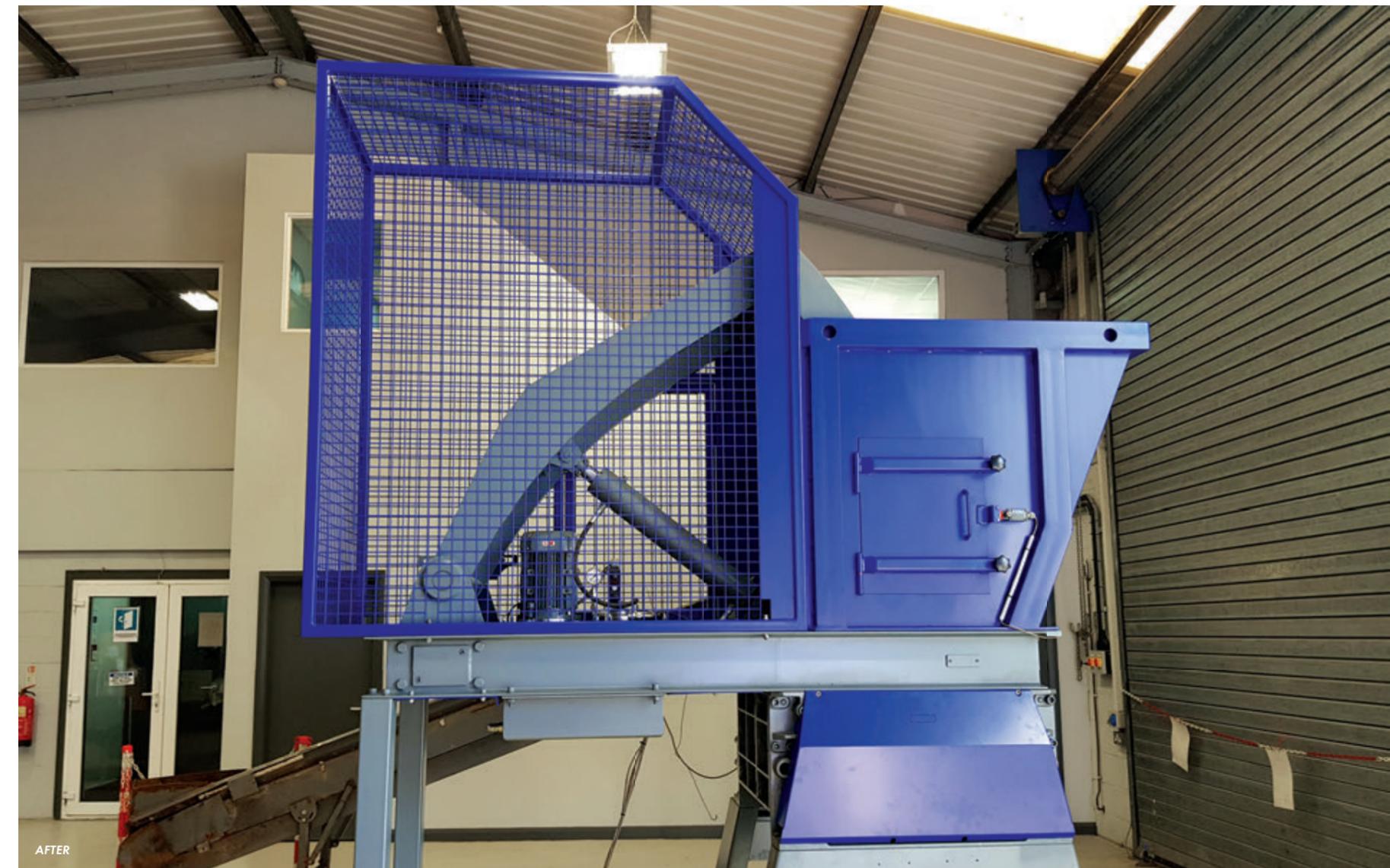
It is possible to extend the service life of the machine by 80-100% for approximately 60% of the cost of buying new. We can even help you pay for the rebuild with an UNTHA Finance package, so it doesn't impact on cash flow.

### How long will it take?

Anything from 1-4 weeks depending on the condition of the shredder.



*"We've been running our shredder for a number of years - it's the backbone of our recycling infrastructure. But just like a beloved car, the time had come to look for a new machine. We didn't even realise that a rebuild was an option, but UNTHA walked us through the process, coordinated everything to ensure minimum downtime/disruption, and the shredder came back, after being stripped and inspected and painted but for 50% less outlay than a new machine!"*  
**Lancashire Waste**



Just as no two shredding solutions are exactly the same, we don't believe in prescribing a 'one size fits all' option to procuring our machinery.

## UNTHA Finance

**Some clients choose to invest in an UNTHA turnkey system by purchasing everything outright, whilst others opt for one of our affordable finance packages.**

**Options include:**

- Standard hire purchase agreements with a range of terms, deposit and VAT deferment options available
- Refinance packages, which see us lend against the value of any incumbent assets
- Lease purchases with peppercorn secondary rental period options for long-term clients
- Off-balance sheet operating leases with attractive tax breaks
- Refurbishment finance to help fund upcoming repairs or maintenance schedules

Underwritten by some of the UK's most trusted lenders, UNTHA Finance packages provide flexibility for organisations that cannot – or do not want to – raise the upfront capital for the plant. There's even the option to include initial project management, as well as ongoing service, maintenance and parts within one fixed monthly fee. So, if this makes more budgetary sense for your business, talk to us about what's possible. We'll even work with you to explore if there are any local or national grants available.

**Did you know?**

We offer a range of customer service packages that can be built into a finance agreement. That means one affordable monthly payment, over a flexible term to suit you, that covers everything you will need for maximum shredding profitability.

*"The team helped tailor a finance agreement for our business allowing us to strengthen our business going forward by purchasing an industry critical asset."*

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