





**Our focus is on your success –  
we help you to maintain your productivity  
over the long term.**

Felix Stirnimann,  
Member of the Board of Directors,  
Global Services Business

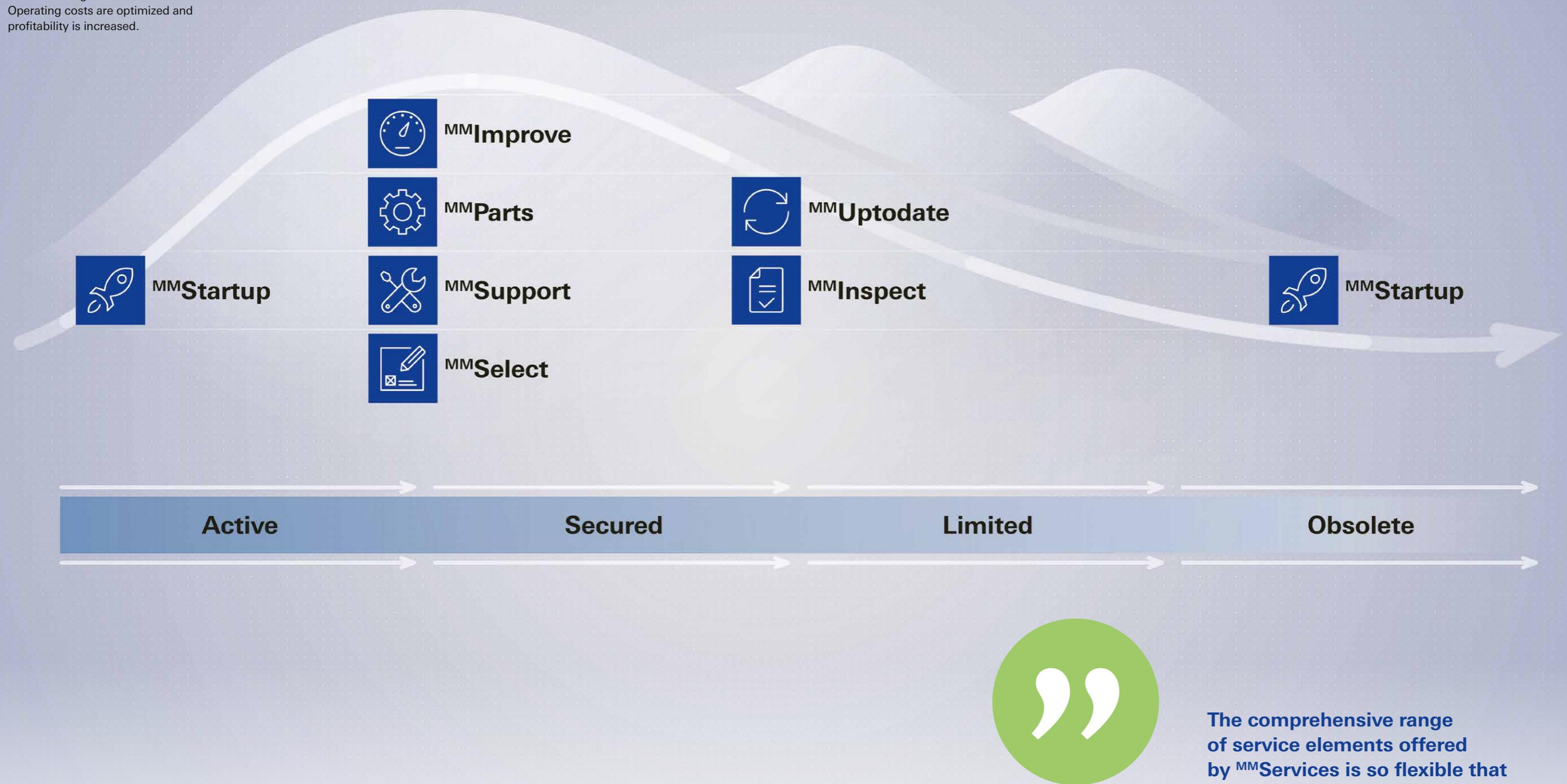
Your investment cycles are influenced by the structural changes in the graphic arts industry: systems are being used longer for production and production capacities are being used in a highly targeted manner. For this reason, you need professional service support for the competitive operation of your systems.

Comprehensive life cycle management, as provided by Muller Martini's <sup>MM</sup>Services, ensures the high availability of the systems, optimizes operating costs and increases the performance of the equipment over the long term by means of low-cost investments. In addition, our comprehensive service support guarantees first-class product quality, added value and long-term profitability.

Our comprehensive service support guarantees first-class product quality, added value and long-term profitability.

We are there for you.

With <sup>MM</sup>Services, Muller Martini provides a comprehensive service program that ensures the long-term cost-effectiveness of equipment across the life cycle of the machine and extends its economic lifetime through low-cost investments. Operating costs are optimized and profitability is increased.



The comprehensive range of service elements offered by <sup>MM</sup>Services is so flexible that they can be used individually or perfectly combined.

#### Project management

Are you planning a new project? Then rely on our sales, advisory and service professionals and their technical expertise. Whether you are planning a new investment, restructuring your operations or expanding, our mission is to boost your competitiveness.

#### Your advantages:

- Expert support in defining and meeting your requirements
- Formulation of offers and layouts
- Project planning and management by proven specialists
- Project handling and controlling

#### Installation and commissioning

The service professionals at Muller Martini ensure fast and low-cost commissioning of your equipment. The comprehensive knowledge and expertise of the qualified service technicians and engineers ensure not only short commissioning times, but perfect integration of your systems in existing workflows as well. For a high level of process reliability right from the start.

30

More than 30 project managers and layout specialists.



Whether you are planning a new investment or restructuring, our mission is to strengthen your position on the market.

## MPOWER – All information at a click for continuously high performance.

Muller Martini MPOWER is your central communication platform with Muller Martini. With our cloud-based portal, you can conveniently monitor your equipment via tablet, computer or smartphone. MPOWER also allows you to take immediate measures in production. The availability of the individual modules depends on your machine portfolio and the service level agreement.

### Your MPOWER advantages:

- The right information available flexibly any time, anywhere
- Fast, easy and secure access to all functions with a single login
- All current production information at a glance
- Connects machines and information through a central, interactive dashboard
- Spare part orders via eShop
- Representation of the installed machinery
- Central customer portal for your machinery ensures improved and more efficient operation/coordination of services
- Simple and fast contact with Muller Martini's after-sales service
- Direct access to machine-specific documents, such as operating manuals
- No installation or updates needed

The central customer portal for your machinery ensures improved and more efficient operation. Because the machines and information are networked via a central, interactive dashboard you have access to all the latest product information at a glance as well as direct access to machine-specific documents.



**MPOWER shortens paths, simplifies processes and optimizes the operating costs of graphic arts companies.**



**MM**Support – The manufacturer's specialist knowledge ensures maximum reliability and availability of production.

Our expert service team, available via our technical hotline, provides you with targeted assistance, offering you advice and support in your daily work and in the event of machine problems by phone or remote line. Your contact will have complete manufacturer information and comprehensive expertise based on the more than 70 years of success that Muller Martini draws on.

- **Help Line** – the hotline to reach our service experts
- **Remote Line** – interactive online support, including the ability to control the individual machines
- **Plus Line** – in addition to the Help Line and Remote Line, you also receive 24/7 support. Plus Line has a success rate of 95 percent and is available in specific countries.  
Please contact us for more detailed information.
- **On-Site Support** – support and repairs on-site

# 50

Worldwide, more than 50 local Help Line and Remote Line support specialists.

# 330

More than 330 local service technicians.

# 3,500

More than 3,500 systems connected via Remote Line.



## MMParts – the industry leader in the availability of spare parts.

Some machine parts are subject to more stress than others. To ensure you can rely on continuous production at a high level, we provide you with high-quality original spare parts from Muller Martini.

Only Muller Martini provides original parts that meet strict quality and auditing requirements.

### Your productivity is our benchmark

Over 110,000 items are in stock at our plant in Zofingen (Switzerland) and ready to be delivered. Our distribution centers in Asia and in North and South America have a large quantity of spare parts as well. Our spare parts department is available around the clock.

That means your order can be with you within 24 hours, if you require. We use the world's largest logistics partners for deliveries.

Our original parts ensure that your equipment will continue to provide maximum quality over the long term. Needless to say, the guarantee also extends to all replaced parts. Our on-site service guarantees professional replacement.

### Advantages for you:

- High-quality Muller Martini original spare parts with warranty
- A global logistics network
- Quick supply of spare parts for the whole product range
- Equipment-specific spare parts
- Comprehensive conversion and retrofitting guidelines
- Qualified repair service

# 110,000

Over 110,000 different spare parts...

# 100 million

... with a combined value of over CHF 100 million are available in our warehouse.

# 90

As a result, more than 90% of spare parts orders are dispatched on the very same day.



More than 90% of  
all spare parts orders  
leave our plant on  
the same day as the order.

## MM|Inspect – for the maximum availability of your machine.

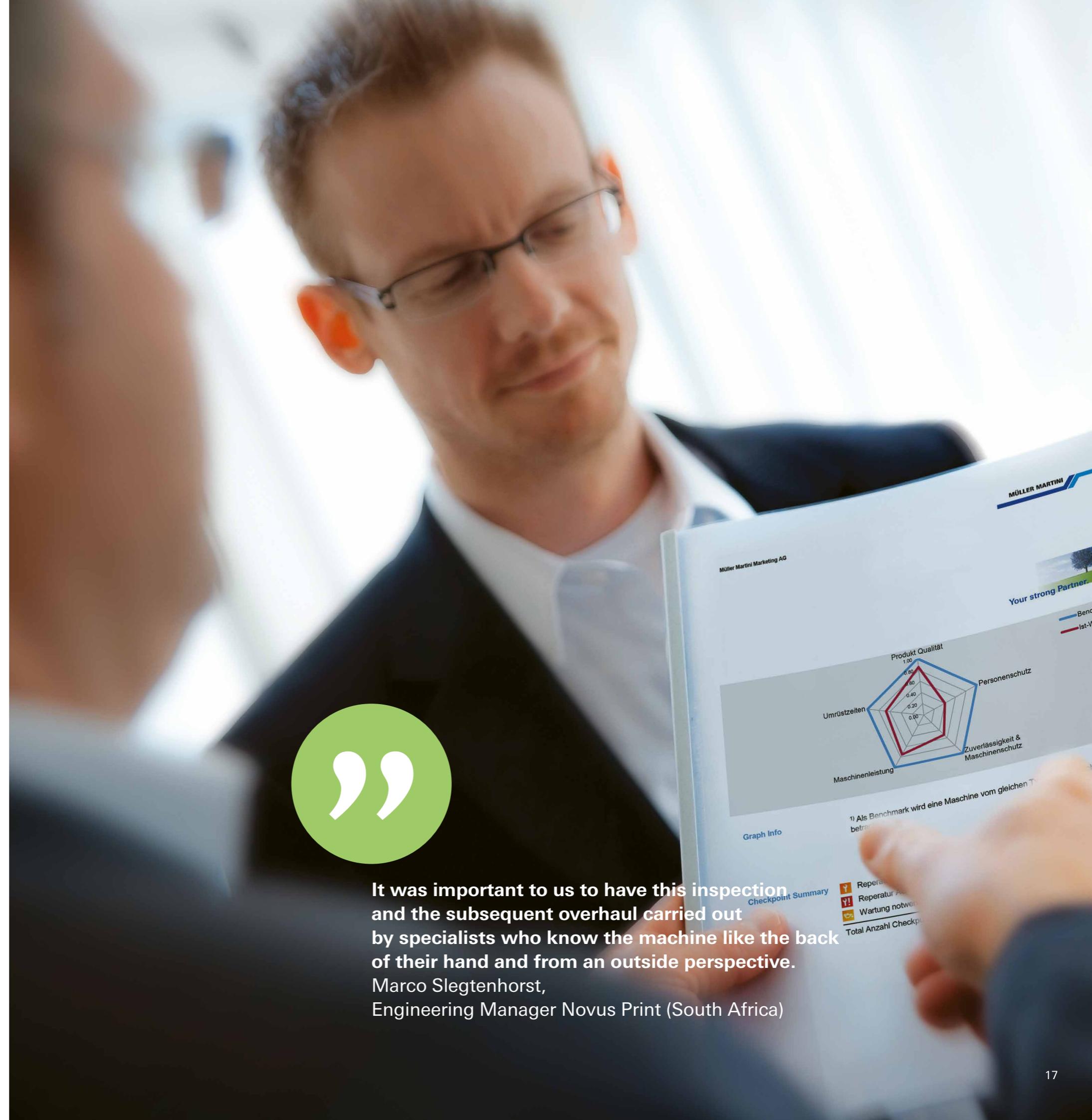
Preventive maintenance pays off. To ensure maximum availability, you should have your machines inspected by our technicians on a regular basis. With their experience and expertise, the experts at Muller Martini will ensure that your machine performs with maximum reliability and productivity. Thanks to MM|Inspect there is no need to worry any longer about possible production downtime. Rely on preventive maintenance to ensure that your Muller Martini machine always provides peak performance when you need it.

### Following each service, you will receive an inspection report:

- A management summary describing the status of your machine
- Illustrations, tables and information from experts detailing the condition of each individual machine component
- If the inspections are carried out regularly, you will be able to track the wear and tear of your machines over the years based on the inspection reports

# 200

The inspection of a saddle stitcher involves more than 200 control points.



**It was important to us to have this inspection and the subsequent overhaul carried out by specialists who know the machine like the back of their hand and from an outside perspective.**  
Marco Slegtenhorst,  
Engineering Manager Novus Print (South Africa)

#### Training

Added value through training is a top priority at Muller Martini. In addition to a thorough training program, we also have a host of tips for machine operators and operating personnel.

Individually tailored training improves the productivity of your equipment. Take advantage of our instructors' decades of experience and knowledge, which you can instantly apply to your daily work.

#### Your advantages:

- Individually designed, professional training by experienced instructors at our training centers or at your premises
- Productivity enhancements thanks to the good training of your employees: higher production speed and shorter setup times
- No unnecessary downtime because of operating errors

# 20

With more than 20 installed machines in our training centers around the world, we could...

# 230,000

...produce 230,000 products per hour.

# 25

On average, our instructors have more than 25 years' experience.

#### Production assistance

Do you have a job with a special product? Our service technicians will be happy to provide you with their extensive knowledge to ensure that its production runs smoothly.

#### We provide you with:

- System setup for production
- Quick intervention from a Muller Martini service technician in the event of downtime at the machine

#### Advantages for you:

- Optimal performance and efficiency of your production equipment through the optimization of performance-critical interfaces and processes
- In-depth, individual and comprehensive advice based on many years of experience and expertise

#### Productivity improvement program

The seamless interplay of the machine and the production environment is essential for your equipment to perform at its peak on a continuous basis. Performance-critical interfaces in the areas of logistics, infrastructure, materials management, personnel and production often have significant potential for optimization. With its productivity improvement program, Muller Martini offers you comprehensive optimizations. Our consultants, who have many years of practical experience, will carefully analyze your machinery and provide you with an in-depth and detailed report that gives you an overview of all potential performance-enhancing measures and activities.



My machine operators returned from training at the Blue Salon in Rahden with a lot of confidence in the new KM 610.A softcover line.

Mark Partridge, Operations Director at Zenith Media (UK)

## MMUptodate – to protect your investment.

Upgrading to new technologies will enable you to extend the life cycle of your equipment by many years. Not only will you avoid production disruptions as a result of spare parts that are no longer available, you will also optimize your ROI. Muller Martini is continuously developing modular solutions. That means our customers benefit from numerous retrofit or extension options for their system. This way you remain competitive in rapidly changing markets.

### Your advantages:

- Regular updates to maintain system performance
- Retrofits for control components to avoid loss of production as a result of discontinued parts that can no longer be delivered as well as an extension of the life cycle of your equipment.
- Updates and upgrades with numerous advantages: extension of your machine's functionality, optimization of production processes and a reduction in operating costs.



**Saddle stitching systems and softcover production:**  
Asir 3, image and barcode control



**Softcover production:**  
retrofit for PUR spine gluing



**All product areas:**  
replacement of discontinued operating terminals and control components



**Hardcover production:**  
precise signature positioning with the help of the endsheet



**Digital solutions:**  
vacuum transport for the cross fold



**Newspaper mailroom systems:**  
control retrofit for conveyors and drives

# 200

More than 200 different MMUptodate products to protect your investment.



Setup time



Productivity



Ergonomics



Carbon footprint



Quality



Process reliability



Availability



Reliability



New markets

**The comprehensive MMUptodate solutions from Muller Martini guarantee the highest level of investment protection.**



## MMServices – life cycle management.

Our services range over a large base of installed machines. The success of many of these older machines is because they are equipped with machine controls. But these controls have a finite life cycle and, at some point, the parts or components will no longer be available from our suppliers. However, we are always looking for alternatives for discontinued components, repairing parts when possible, buying up remaining stocks when a part is discontinued, or developing retrofits. The aim of all these measures is to extend the life span of your machine.

The Muller Martini life cycle program, which includes four life cycle phases, provides you with a high level of security when it comes to the operation of your machine.

- We distinguish between active, secured, limited and obsolete status.
- You have reliable information about the scope of our services based on the life cycle status of your machines.

Each machine has changed, been modified or reconfigured over time. For this reason, Muller Martini is often unable to assign a particular life cycle status to an entire line. We therefore recommend that you have one of our specialists conduct a risk assessment of your machine:

- Based on the life cycle report, we can tell you exactly which services are available to you and which service products make sense for your business.
- In our life cycle report, we advise you about the optimal protection of your valuable investment.
- If your machines are in the limited or obsolete life cycle status, we will be happy to show you the advantages and options for making a replacement investment.

### The Four Life Cycle Phases at a Glance

	Active	Secured	Limited	Obsolete
Machine	<ul style="list-style-type: none"> <li>■ The machines are actively sold.</li> </ul>	<ul style="list-style-type: none"> <li>■ Series production has been halted.</li> <li>■ Selected extensions are available.</li> </ul>	<ul style="list-style-type: none"> <li>■ Expansions are no longer available.</li> </ul>	<ul style="list-style-type: none"> <li>■ Expansions are no longer available.</li> </ul>
MMSupport	<ul style="list-style-type: none"> <li>■ On-site or remote support by local service (1<sup>st</sup> level), plant technicians (2<sup>nd</sup> level) or engineering (3<sup>rd</sup> level).</li> </ul>	<ul style="list-style-type: none"> <li>■ On-site or remote support by local service (1<sup>st</sup> level), plant technicians (2<sup>nd</sup> level) or engineering (3<sup>rd</sup> level).</li> </ul>	<ul style="list-style-type: none"> <li>■ Limited 1<sup>st</sup> and 2<sup>nd</sup> level on-site or remote support.</li> <li>■ 3<sup>rd</sup> level support limited to MMUptodate solutions.</li> <li>■ Controlled phase-out of remote support.</li> </ul>	<ul style="list-style-type: none"> <li>■ 1<sup>st</sup> level support only in accordance with the "best effort" principle.</li> <li>■ No 2<sup>nd</sup> and 3<sup>rd</sup> level support.</li> <li>■ No remote support.</li> </ul>
MMUptodate	<ul style="list-style-type: none"> <li>■ Complete expandability of the machine.</li> </ul>	<ul style="list-style-type: none"> <li>■ Selected expansions through extensions, upgrades, updates and retrofits.</li> </ul>	<ul style="list-style-type: none"> <li>■ Limited availability of upgrades, updates and retrofits.</li> </ul>	<ul style="list-style-type: none"> <li>■ The availability of spare parts is largely limited to parts that are also included in newer machines as well.</li> </ul>
MMParts	<ul style="list-style-type: none"> <li>■ Guaranteed availability of spare parts.</li> </ul>	<ul style="list-style-type: none"> <li>■ Guaranteed availability of spare parts.</li> </ul>	<ul style="list-style-type: none"> <li>■ Limited availability of spare parts.</li> <li>■ Discontinued purchased parts, difficult to produce parts, etc. may no longer be available.</li> </ul>	<ul style="list-style-type: none"> <li>■ Limited availability of spare parts.</li> <li>■ Discontinued purchased parts, difficult to produce parts, etc. may no longer be available.</li> </ul>

### Get professional advice!



# 4

The Muller Martini life cycle program is based on 4 life cycle phases.

**The goal is to extend the life cycle of your machine.**



What are your requirements for a service program tailored perfectly to your needs? Every company is different – with an individually tailored service contract, you choose the products you need from our service portfolio to ensure your productivity and keep service costs predictable and low.

**Your advantages:**

- Individual service packages in line with your needs and requirements
- The services range from regular maintenance, inspections and repairs to telephone and remote support through to production support
- Clearly defined services tailored to your equipment
- Straightforward management: personalized coordination of the maintenance intervals
- Predictable costs thanks to prices that are set annually



To ensure that stitching quality remains at a consistently high level, we concluded a service agreement with Muller Martini. Every three months, a Muller Martini service specialist reviews the BravoPlus thoroughly, thus ensuring the high availability of the saddle stitcher.

Donato Arroyo,  
Managing Director Maphargraf, Gavá (Spain)



## MM Startup – for minimal risk when moving your machine.

Muller Martini offers customers around the world the option of carrying out turn-key-ready moves of entire production lines or individual machine components. In doing so, we provide you with support tailored individually to your needs. We carefully plan all the necessary measures – starting with an in-depth review of the new location, the size of the room, the machine details, the necessary tools and additional resources required for the planned move, in coordination with the necessary resources, such as electricity. This makes it possible to correct potential problems before installation and optimize production processes from the start.



### Customer benefits:

- Expert partner thanks to many years of experience
- Flexible and customer-specific solutions
- Project management by experienced Muller Martini specialists
- Complete organization of all desired measures, including a review of all security, quality and performance-related aspects
- The move is carried out by Muller Martini specialists
- Complete dismantling, modification, assembly and recommissioning of the equipment
- Minimal production downtime
- Training and production support, as required

# 150

More than 150 machines are moved and commissioned by Muller Martini specialists each year.



**Thanks to the extensive know-how of Muller Martini, everything related to the move went very quickly and according to plan. The two Tempo machines were running at full speed again shortly after they were reassembled.**  
Joan Cavaller,  
General Director Walstead Iberia (Spain)

## Investment protection program

Our unique investment protection program shows you what needs to be done in order to maintain the profitability of your equipment. Working together closely, we will optimize your productivity by maintaining your machines and training your employees.

This will make it possible to adapt the machines in line with changed conditions on the market, reduce operating costs and extend the life of your machine.

We will also work with you to identify new customer requirements.

**Since even our older machines always need to be available because of ever shorter deadlines, we need professional support and are also prepared to invest in the recommended service agreements as part of LCM advising.**

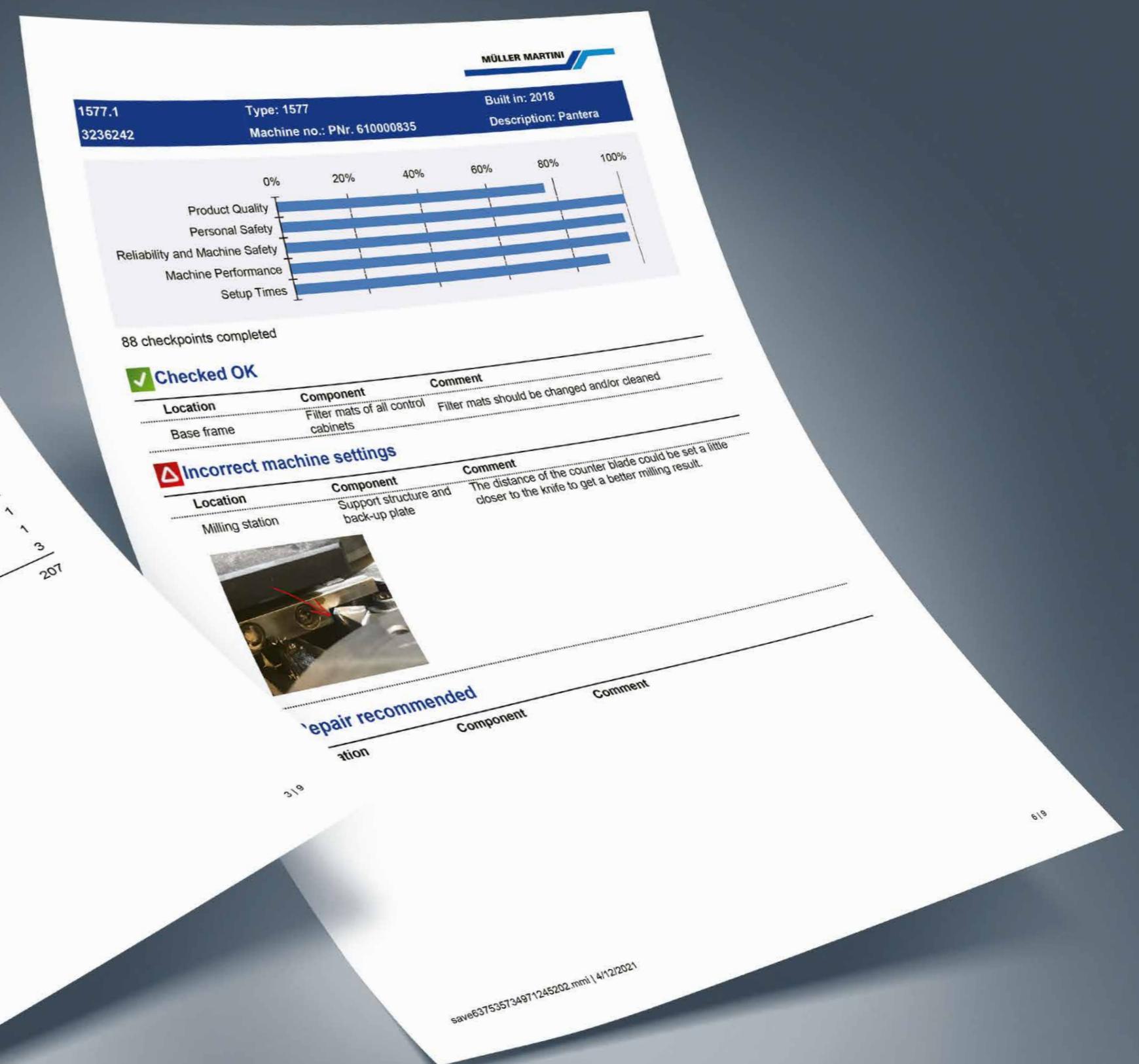
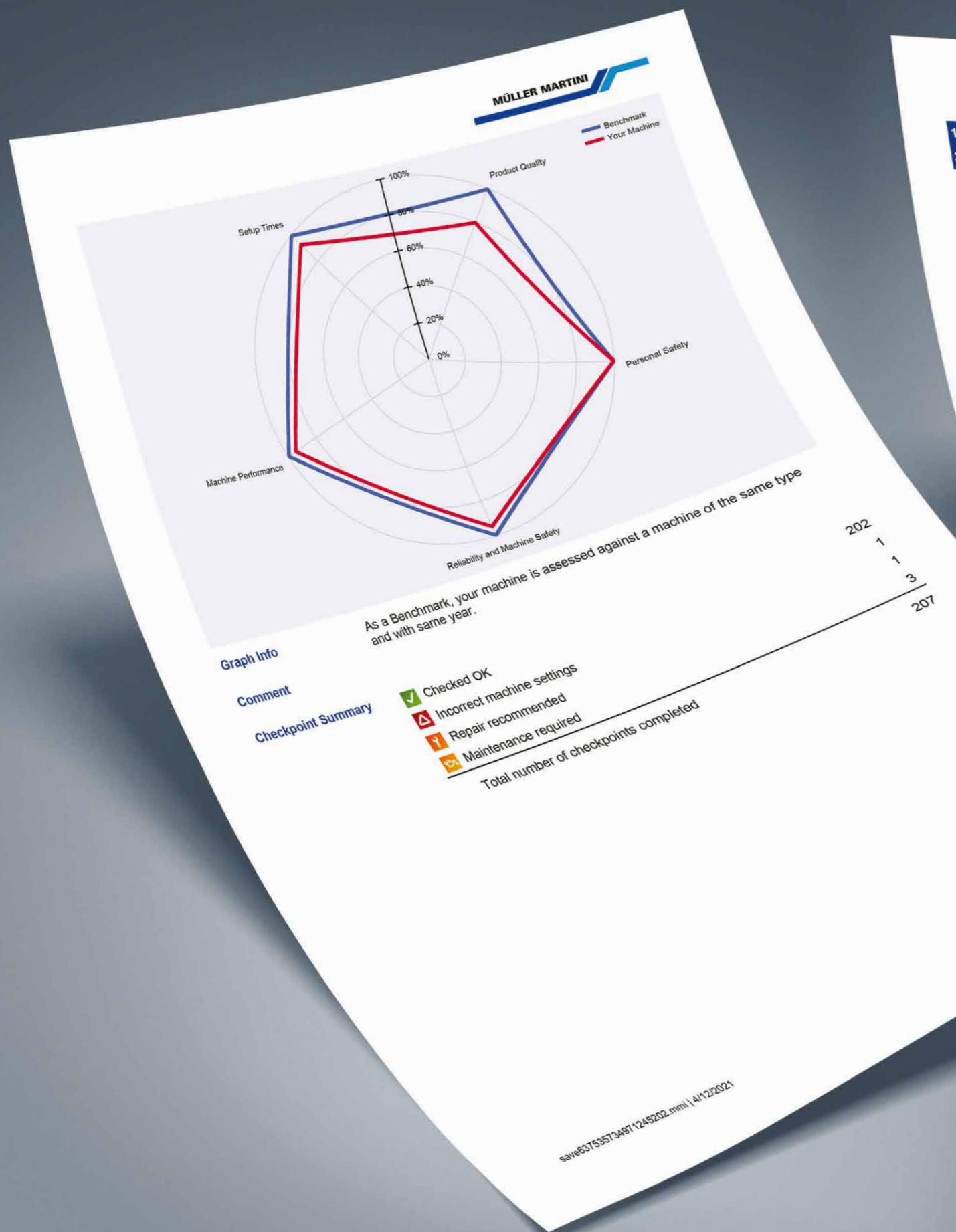
**We've been highly impressed by Muller Martini's call center, which always responds extremely quickly.**

Lee Roberts,  
Production Director Mail Solutions Print  
(England)

“











MÜLLER MARTINI

MMServices - the global Service Portfolio from Muller Martini

Müller Martini Service Navigator

**Services - One-Stop Solution for Consultancy, Products and Installation**

Working closely with you, Muller Martini provides services that cover all requirements throughout the product lifecycle of your equipment in addition to competent on-site service and the worldwide availability of spare parts.

- ▶ You benefit from our many years of experience
- ▶ Preventive maintenance and faster service maximize the availability of your systems and machines
- ▶ Regular training sessions and active maintenance work minimize faults and associated costs
- ▶ A service agreement tailored to your needs provides you with long-term planning security
- ▶ Stay up to date and increase the added value of your equipment !

MÜLLER MARTINI

**Our Offer at a Glance**

Measures for Addressing Problems and Weaknesses

**MMInspect**

For maintaining your productivity in the long term.

1 Maschineninspektion  
Mat No. E100.0093  
Machinetype No. / local

1 FlexoService  
Mat No. E100.0092  
Machinetype No. / local

1 WartungsService  
Mat No. E100.0096  
Machinetype No. / local

1 CheckupService  
Mat No. E100.0098  
Machinetype No. / local

**Our Recommendation for Improved Quality and Performance**

**MMImprove**

For optimally improving the efficiency of your resources.

1 Training für Bedienerpersonal  
Mat No. E100.0313  
Machinetype No. / ZO

**MMSupport**

Our service specialists on site and technical experts from the factory provide competent and efficient assistance.

1 MPOWER - The Muller Martini Solution Portal  
Mat No. 0395.6047  
Machinetype No. Primera MC

3/14

6/14

**MÜLLER MARTINI**

**MM Inspect**

**FlexoService**

**E100.0092**

**Description**

FlexoService provides you with complete flexibility to define the desired number of maintenance windows and maintenance days per year - precisely tailored to your needs. Your machine will undergo a comprehensive inspection report. Detected faults will be documented with you on site periodically, and any repairs are authorized by you. The service technician will generally be able to install standard spare parts immediately. If that is not the case, the service technician will place the order for you and will typically be able to install the parts during the visit. You can, of course, also inform the service technician the right spare parts about known faults to make sure that he brings the right spare parts along. In addition to performing maintenance and repair tasks, the Müller Martini service technician can also be used to train your operators or provide production support.

**Customer Benefit**

Müller Martini's services maintain the performance of your machine, reduce production losses caused by unplanned idle time and optimize profitability. Each service package provides maximum investment protection by means of planned, preventive maintenance. It also gives you the flexibility to adjust upcoming maintenance windows to your needs. FlexoService is an investment in a planned interruption of your production - by maintaining the performance of your machine and planning for the future you can optimize your profitability.

**Specification**

**Conditions:**

- The visits must be arranged at least 3 weeks in advance.
- The machine must be cleaned before each service visit and must be made available to the service technician during the visit as agreed in advance.

**Classification**

Set-up time  Productivity  Availability 

**Quality**  **Safety** 







**PhStop**  **FlexoService**  **PtStop**  **PtStop** 

01 02 03 04

**MÜLLER MARTINI**

**MM Improve**

**Operator Training**

**E100.0313**

**Description**

Müller Martini provides you with the right training to keep your staff up to date, optimize your production and continually adapt it to the current production requirements. For your operators, we not only have an in-depth training course, but also numerous tips and tricks. Individually tailored training at your site or in our training centres will give your staff the best possible preparation to work with your (new) system, including instructions regarding further developments and new features to existing machines.

**Customer Benefit**

- Increased productivity thanks to good training
- Fewer operating errors; reduces downtime, lower support costs
- Increased efficiency and motivation of your operators
- Up-to-date expert knowledge in technology, production and equipment maintenance

**Specification**

The course content and duration of the theoretical and practical training will be tailored to your needs. Experienced technicians train your operators in the following areas (depending on machine type):

- Design of the machine (general overview and layout of the facility)
- Explanations about the production flow in the overall system
- Design and layout of the documentation supplied
- Submission of supplementary documents (checklists)
- Safety regulations
- Structure and function of the individual machine components, (screen) operation and control devices
- Function of buttons / switches, controls for product monitoring
- Size and products settings
- Production configuration
- Malfunctions, error messages, troubleshooting
- Preventive maintenance

The instructors together with the participants perform a simulated production run with the machine (preparation, startup, monitoring and end of production).

**Other conditions:** Participants must have adequate basic training and relevant work experience. Minimum enrollment for a training session: two participants

**Classification**

Set-up time  Productivity  Availability 

**Quality** 







9/14



**MÜLLER MARTINI**

**Scope of services**

**MMInspect**

**Prices in CHF**

**Qty**

1

1

1

1

1

1

**Maschineninspektion**  
Mat No. E100.0093  
Machinetype No. / local

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Machinetype No. / local

**CheckupService**  
Mat No. E100.0098  
Machinetype No. / local

**Müller Martini AG**

**Name**  
Signature

**Max Müller**

**Date**

**Max Martini**

**Name**  
Signature

**Date**

**Max Martini**

**Name**  
Signature

**Date**

**Max Martini**

**Max Musterfirma GmbH & Co**

**Name**  
Signature

**Customer**

**Date**

**MÜLLER MARTINI**

**MM Inspect**

**E100.0093**

**Machine Inspection**



**Description**  
The inspection comprises the standardized testing (inspection) of a Müller Martini equipment by a certified service technician. Müller Martini has developed its own software and a process standard for this purpose. The service technician checks all safety, quality and performance aspects of the client equipment, as well as all machine functions. In addition, he checks the current system status against a benchmark system, identifies causes of error and defines further measures to be taken. The final report includes a graphic illustration of the overall condition of the equipment as well as a detailed analysis of all checked components in a breakdown by functional group.

**Customer Benefit**

- Defects and problems that could lead to costly equipment failures are detected early.
- Correction of the identified problems through subsequent customized maintenance or repair enables the productivity and reliability of the system to be preserved.
- The necessary repair and improvement measures can be selected individually from the report to achieve maximum efficiency.

**Specification**  
To ensure the efficiency of the inspection, the customer needs to make and provide an itemized list of existing defects. The customer equipment must be ready for inspection. Inspection is not maintenance. Any deficiencies or wears and tears found during the inspection should be recorded in writing.

**Other products which can be offered based on the inspection:**

- Contracts for preventive maintenance
- Updates and upgrades, which allow customers to access innovation and optimizations that improve efficiency
- Training programs tailored to the needs of the customer
- Increasing machine availability through retrofitting with MM|Remote

**Classification**

 Set-up time	 Productivity
 Ergonomics	 Quality
 Availability	 Safety
 CO2 footprint	 Process reliability
 New markets	

**MÜLLER MARTINI**

**MM Inspect**

**FlexoService**

**E100.0092**

**Description**

FlexoService provides you with complete flexibility to define the desired number of maintenance windows and maintenance days per year - precisely tailored to your needs. Your machine will undergo a comprehensive inspection and the results will be documented in a detailed inspection report. Detected faults will be discussed with you on site periodically, and any repairs are authorized by you. The service technician will generally be able to install standard spare parts immediately. If that is not the case, the service technician will place the order for you and will typically be able to install the parts during the visit. You can, of course, also inform the service technician of the advance order known faults to make sure that he brings the right spare parts along. In addition to performing maintenance and repair tasks, the Muller Martini service technician can also be used to train your operators or provide production support.

**Customer Benefit**

Muller Martini's services maintain the performance of your machine, reduce production losses caused by unplanned idle time and optimize profitability. Each service package provides maximum investment protection by means of planned, preventive maintenance. It also gives you the flexibility to adjust upcoming maintenance windows to your needs. FlexoService is an investment in a planned interruption of your machine and planning production - by maintaining the performance of your machine and planning for the future you can optimize your profitability.

**Specification**

**Conditions:**

- The visits must be arranged at least 3 weeks in advance
- The machine must be cleaned before each service visit and must be made available to the service technician during the visit as agreed in advance.

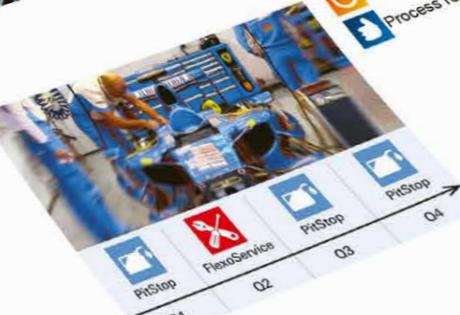
**Classification**

**5/7**









**MÜLLER MARTINI**

**MM Inspect**

**MaintenanceService**

**E100.0096**

**Description**

MaintenanceService provides you with complete flexibility: You define the number of maintenance windows and maintenance days per year - precisely tailored to your needs. MaintenanceService is a system maintenance program with a predefined structure and content. An inspection examines core components of your system, functions and basic settings as well as safety-relevant elements. An examination of the quality checks is also being performed. Any results will be documented. Maintenance will be performed during the same visit according to the findings of the inspection. Subject to a fee, a follow-up visit can be arranged for time-consuming repairs or if spare parts are missing.

**Customer Benefit**

Muller Martini services maintain the performance of your machine, reduce production losses caused by the unplanned downtime of your equipment and optimize your profitability. Each service package provides maximum investment protection by means of planned, preventive maintenance. MaintenanceService means an investment in planned interruption of your production that will optimize your profitability through maintenance of your equipment's performance and forward planning.

**Specification**

MaintenanceService contains the following services (unless agreed upon otherwise with Muller Martini):

- General inspection of the equipment's functioning
- Inspection of core components
- Inspection of all safety-related machine components and quality checks in the machine
- Inspection and correction of basic settings
- Tensioning of belts and chains, lubrication and adjustment in accordance with the operating manual

**Conditions:**

- The visits must be arranged at least 3 weeks in advance
- The machine must be cleaned before each service visit and must be made available to the service technician during the visit as agreed in advance.

**Classification**

**6/7**









## Notes



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**MÜLLER MARTINI**