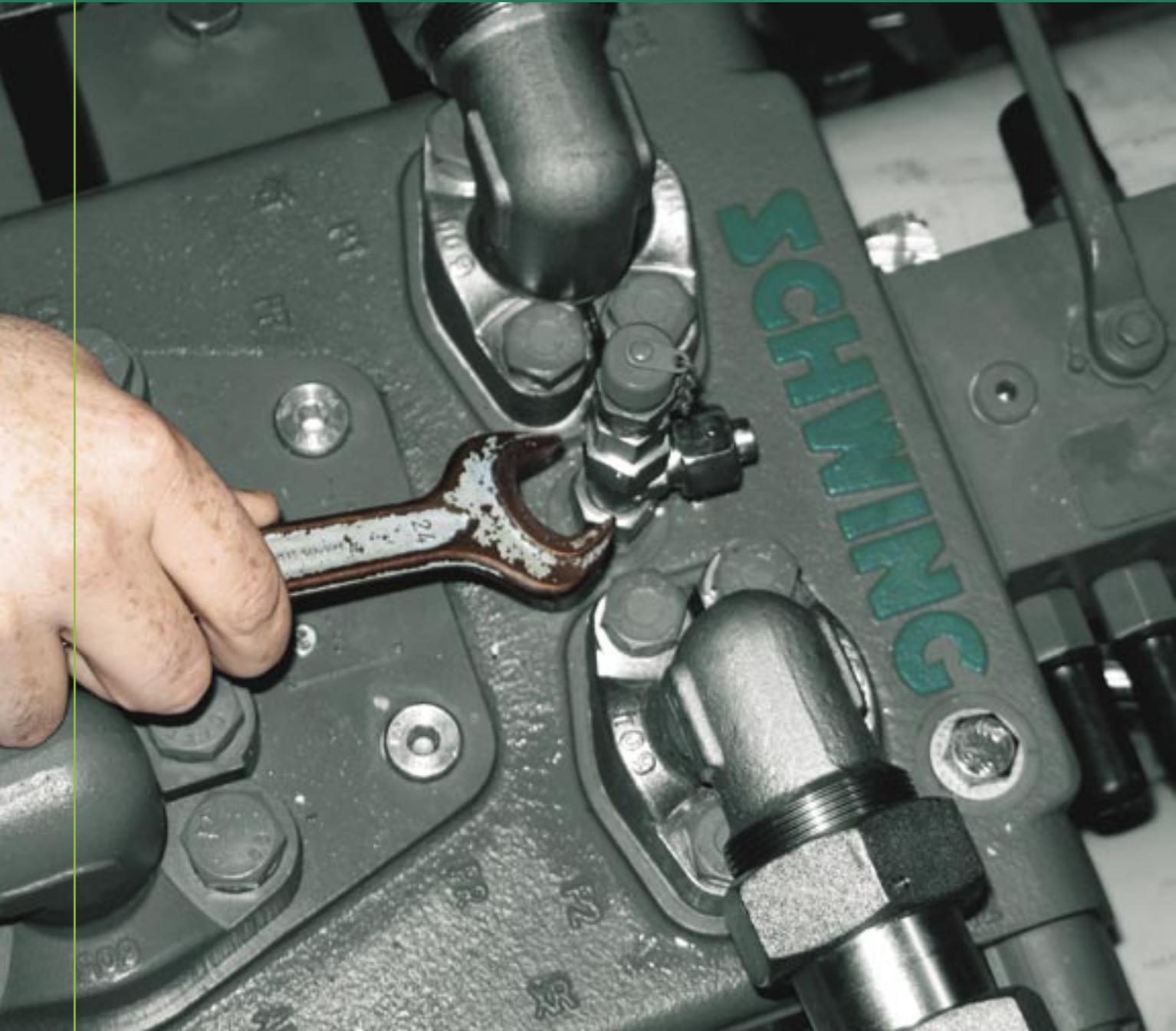


CUSTOMER SUPPORT

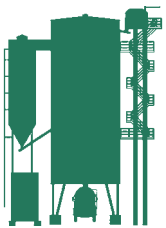
Parts and Service



IT ALL STARTS HERE...

1-888-SCHWING

The foundation of our success is the support we provide our customers. Whether you are a customer in need of a replacement part or a fleet owner requiring field service, there is a dedicated Schwing staff member to serve you. The investment that we put into service training, parts stocking and education of our Call Center employees translates directly to our customers through higher productivity and availability of their Schwing equipment. As a third generation family owned company we understand how important quality equipment and uptime is to your business and how important your business is to Schwing.



CONCRETE
BATCHING
PLANTS



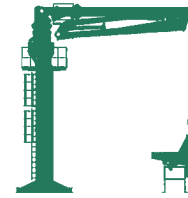
TRUCK
MIXERS



TRUCK-MOUNTED
CONCRETE PUMPS



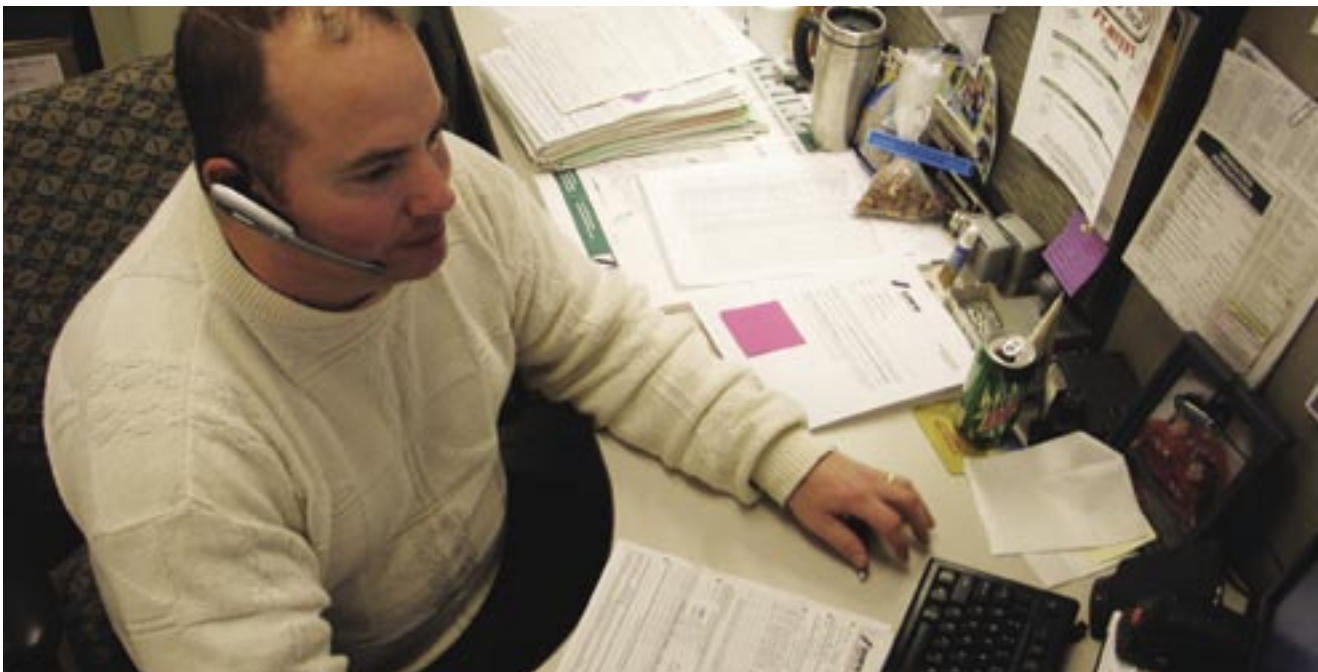
STATIONARY
CONCRETE PUMPS



SEPARATE
PLACING BOOMS



CONCRETE
RECYCLERS



Call Center technicians field customer calls and access parts inventory, service data, customer account information, shipment tracking, schematics and assembly books from their workstations 12 hours a day. Emergency parts and service assistance can be obtained 24/7 by calling 1-888-SCHWING.

PARTS

Utilizing electronic, serialized mixer and pump files, trained staff choose the right parts from our \$40 million inventory housed at strategically located branches throughout the United States. Genuine Schwing parts guarantee the same level of performance as factory originals. Because Call Center staff is current on the latest service bulletins, you are assured of the correct replacement part. Call Center experts have access to service manuals and their experience can help guide a mechanic through the replacement of a part to save time and labor.

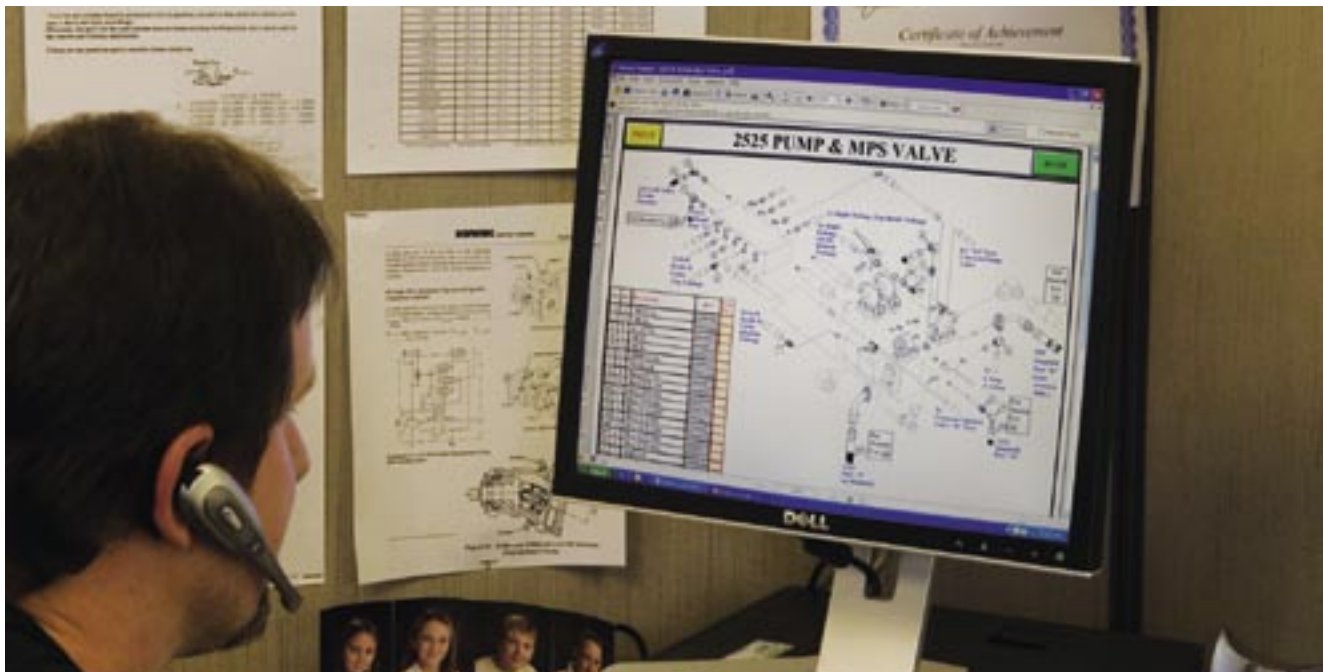
How do you put a price on the reputation of your company to deliver for your customers? Schwing has invested in the parts and service infrastructure to make uptime a reality through a vast parts network, qualified service advice and a dedicated service staff at your fingertips.



SERVICE SUPPORT

Whether it is a truck mixer, stationary pump or boom pump, service and parts questions received at the Call Center are assigned a case number which is resolved by the staffer who originally takes the call. This results in efficient resolution and accountability. Each call is added to an equipment file and recognition software tracks trends for faster resolution in the future. Level One staffers take the calls and resolve most service and parts issues. Level Two and Level Three personnel representing service techs, parts specialists and engineers in the U.S. and Germany are available to answer in-depth questions. More than 200 years of service experience is available in our combined staff.

Ask about our high quality training aids that help you to get more out of your Schwing equipment.

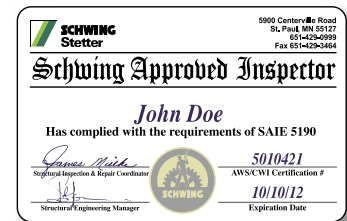


FIELD SERVICE

The largest field service and support staff in the industry performs system diagnostics, oversees the installation of speciality applications including separate placing booms throughout North America and implements service solutions at your location. These dedicated technicians can help you with new equipment start-up or help you implement a preventative maintenance program.

Boom Inspection

This valuable service is provided through our service department to assure the long term performance of your equipment. Follow the recommended boom inspection intervals and enjoy the peace-of-mind only factory trained inspectors with American Welding Society certification can provide while creating a service history that will be appreciated when it is time to sell or trade-in your equipment. Your boom inspection includes an overall check of structural and hydraulic components.



In-House Services

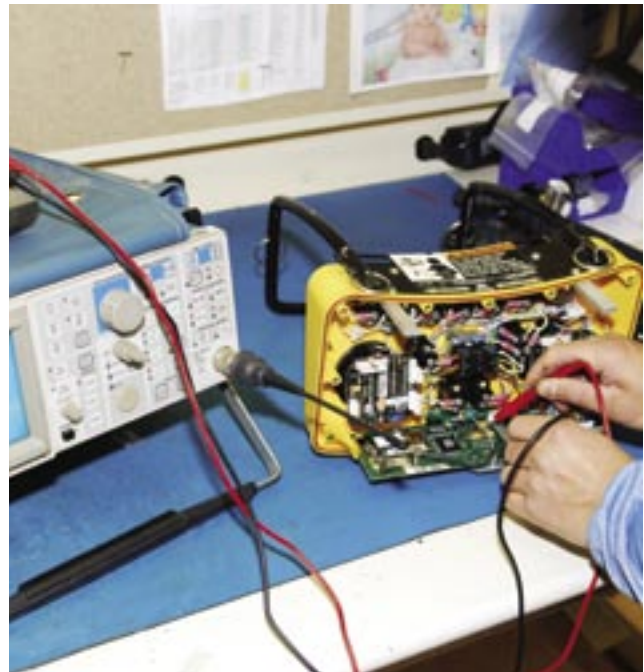
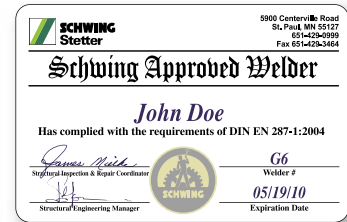
Hydraulic oil analysis is an economical measure of your equipment's health. Call for details on this fast and informative service that is easy to execute. **Electrical repairs** to remote boxes, software upgrades and remanufacturing of control systems are performed by our in-house technicians. **Replacement mixer drums** are available for installation at our factory branches to update and extend the life of your truck mixer.



REPAIR

Whether it is a damaged radio remote or a boom repair, factory service technicians are on-call 24/7 to assist in the uptime of your Schwing equipment. In-house service personnel with the highest certifications in hydraulics and welding are staged at our branches and a network of dealers located throughout North America can provide factory trained service.

Schwing field service technicians share the same skills as our factory workforce to provide any repair including structural welding, hydraulic troubleshooting or electrical upgrades. Expert equipment assessment provides economical long term solutions that avoids needless repairs and unnecessary costs to the owner.



TRAINING

Schwing Service Schools are designed to allow customers to extract the highest utilization and productivity from their concrete equipment. Schools are offered at our dedicated training facility in White Bear, MN and at factory branches and customer locations to meet customer demand for this valuable service. Three levels of schools are designed for operators, mechanics and advanced mechanical training. Customized training can be provided at customer locations.

Level 1

- Basic Hydraulics
- Basic Electronics
- Beginning Schematic Reading
- Common Parts
- Emergency Job Site Repairs
- Safe Operating Procedures
- Hands-on Troubleshooting

Level 2

- Review of Level 1 Topics
- Reading Hydraulic Schematics
- Troubleshooting Schematics
- Setting Pressures
- Changing Rams
- Material Cylinder Alignment
- Differential Cylinder Rod Packings
- Rod Side/Piston Side Changeover
- Rock Valve Maintenance
- Pump and Boom Maintenance
- Safe Operating Procedures
- Hands-on Troubleshooting

Level 3

- Review of Level 1 and 2 Topics
- Basic Load Sensing Circuits
- Hydraulic Troubleshooting
- Electrical Troubleshooting
- Radio Remotes
- MPS Systems
- Maintenance
- Emergency Job Site Repairs
- Safe Operating Procedures
- Hands-on Troubleshooting



SCHWING-STETTER THE WORLDWIDE CHOICE.



- Parent plant
- Production
- Independent sales and service company

