



 **SERVICE**



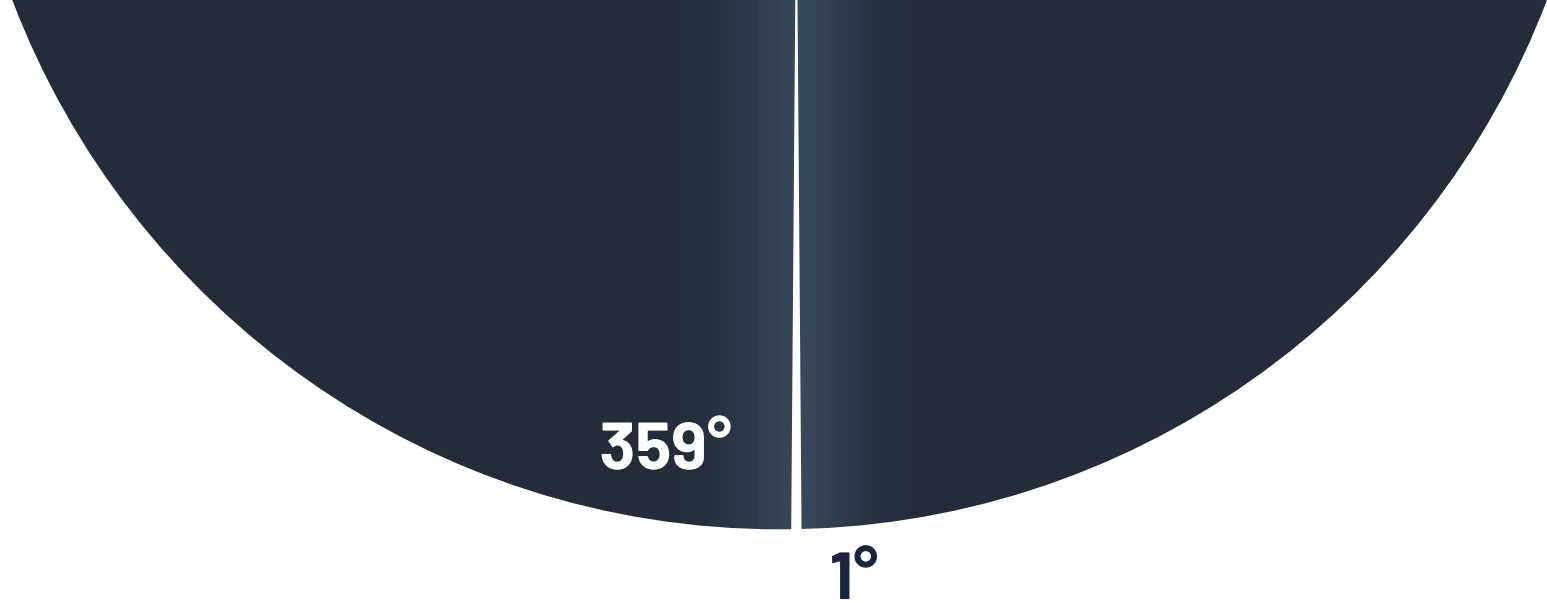
359° OF SERVICE IN CONTINUOUS IMPROVEMENT	Pag. 4
BEING THERE FOR YOUR PEACE OF MIND	Pag. 5
TIMELY ACTION, RAPID SOLUTION.....	Pag. 6
EFFICIENCY OF THE SERVICE	Pag. 8
TELEMETRY: TOTAL CONTROL	Pag. 10
ORIGINAL SPARES MAINTAIN THE EFFICIENCY AND VALUE OF YOUR MACHINES	Pag. 12
M5: WHERE SERVICE QUALITY IS BORN	Pag. 14





**“Fine taylors
despite the
large volumes”**





359° OF SERVICE IN CONTINUOUS IMPROVEMENT

“Creating ever-more innovative, secure and efficient machines for any type of customer who needs to work at a height”.

This is our goal, but maintaining these machines’ efficiency, safety and ability to deliver high performance and uninterrupted operation is also part of our job.

This is the task of our assistance that provides a ...**359°** service, continuously improving.

359° because we can already be everywhere, find solutions to complicated problems fast, and meet any need, but we continue to strive to improve (that 1°).

BEING THERE FOR YOUR PEACE OF MIND



Headquarter



Dealer (16)



Direct Assistance (6)



Authorised Service Points (+50)

Along with our commercial presence in the major international markets, we also maintain a ubiquitous **technical assistance network** that extends from our Italian headquarters in Manta to our branches in Turin and Milan, Lyon (France), Alsdorf (Germany), Luton (UK) and Barcelona (Spain).

These ensure both routine and extraordinary vehicle maintenance, supported on the ground by dealers, authorised service points and mobile service vans equipped to take **direct action** on the jobsite or in the company.

TIMELY ACTION, RAPID SOLUTION

Minimise maintenance time, avoid machine downtime. These are the goals of the service, whose support to the customer – whether an owner or renter – begins with phone assistance in 5 languages: **Italian, English, French, Spanish and German.**

Telemetry enables the technicians to remotely guide customers from the diagnostic stage through to problem resolution, even those who are unfamiliar with the system.

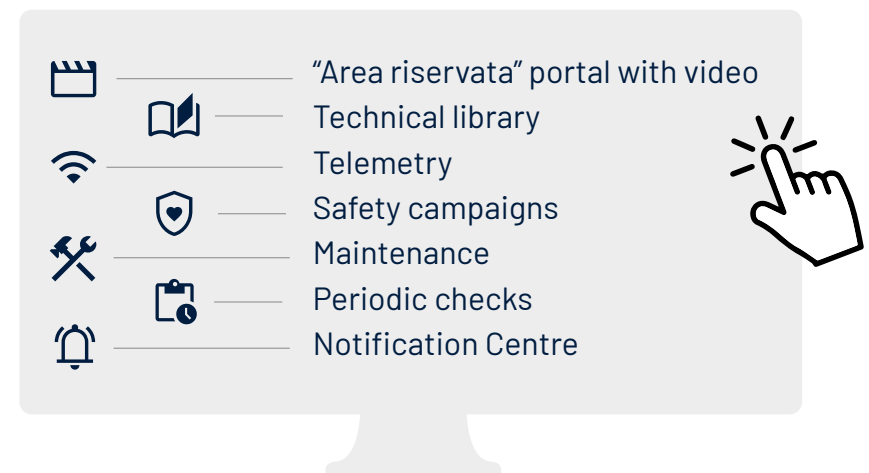
The problem can't be resolved remotely?

Our Service vans can come to your worksite or company or, alternatively, the customer can bring the platform to a Multitel Pagliero authorised Service points.

Has your customer hired the machine?

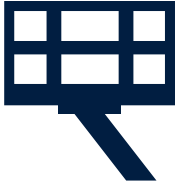
Then the job will be done by our customer's technician trained by us.

To be at your side, the **MiM Reserved Area portal** has resources and services related to the understanding and efficiency of the machines.



Wherever you are, whether the
problem is simple or not, you can
be confident that our service will
be there for you.





SERVICE

ON SITE ASSISTANCE

+65

authorised service points

19

mobile service vans

+5000

technical interventions
in a year





SERVICE

REMOTE ASSISTANCE

11

phone assistance
technicians



+14000

cases of phone/remote
assistance in a year

+5000

platforms connected to
the Telemetry system

85%

remote assistance
resolution rate



TELEMETRY: TOTAL CONTROL

The assistance service relies heavily on **technology**, which also ensures the effectiveness and safety of your fleet or single platform.

Telemetry is part of **EVE – Evolved Electronics Multitel Pagliero**, a suite of proprietary technologies designed and developed in-house for advanced machine control, monitoring, and management.

GPS location, machine status, parameterization, and remote diagnostics help improve precision, operational comfort, and safety. Through a simple data connection, the user can access the **Telemetry** portal from a smartphone, tablet, or PC.

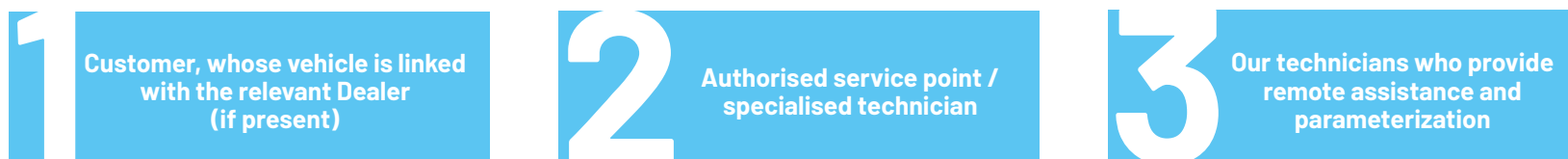


Once your fleet has been identified and the model selected, it is possible to:

- view status, any anomalies, location, and movements
- check the efficiency and take action to improve performance
- schedule maintenance work
- view a graph showing how each of the individual parameters (hours worked, sensor status, etc.) has changed over time



You can view all the data on the portal thanks to subscription-based access, but you can only change the data for which you have permission. There are 3 access levels to ensure effective and secure application use.



With Telemetry, Multitel's assistance service is always at your side.

ORIGINAL SPARES MAINTAIN THE EFFICIENCY AND VALUE OF YOUR MACHINES



95% of the components are designed and made by us, while the other **5%** is designed and produced to our specific request by partner companies. This ensures total control over the production and quality of each piece.

This means that every one of them is:

MADE IN MULTITEL

An automated warehouse that handles more than **20.000 original spare parts** is able to rapidly locate the required part and dispatch orders within 24/48 hours depending on destination, using swift shipping channels.

If a part is not readily available, we can make it in a few days.

The **automated spare parts warehouse** connected to the computer system will provide info

on stocks, check quantities, and manage spaces, loads and unloading. Integrated with the assistance service, it allows to plan the manufacture of replacement parts and to deliver them promptly.

+15000

Quotes/year

+16000

Shipments/year

10

Quotes and orders staff

4

Spare parts shipping staff



M5: WHERE SERVICE QUALITY IS BORN



+60

Training courses
per year



+1500

Trained people

Only thorough understanding of the equipment and its **technological development** can ensure an efficient and effective technical assistance service. In the modern M5 centre at Manta (Italy), theory and practical courses on truck-mounted platforms involve:

- Multitel technicians
- technicians from authorised service points
- customers' mechanics
- commercial staff and dealers

The courses, delivered in several languages, make it possible to learn fundamental concepts, such as:

- mechanical components with the aid of 3D displays
- boom and outriggers handling systems
- outreach limitations and safety
- hydraulic systems and components
- electrical and electronic systems with their sensors, diagnostics, calibrations, alarms lists
- routine and extraordinary maintenance.



MULTITEL PAGLIERO S.P.A.

Strada Statale, 114 12030 Manta (CN) - Italy

Tel. +39 0175 255211 - Fax +39 0175 255255

info@pagliero.com

SEDE LEGALE

Via dell'Offelera, 106 20861 Brugherio (MB) - Italy

Tel. +39 039 883393/4 - Fax +39 039 2872140

MULTITEL INTERNATIONAL SASU

87, Rue du Morellon 38070 St. Quentin Fallavier - France

Tel. +33 (0) 4 74 94 63 19 - Fax +33 (0) 4 74 94 46 97

accueil@multitelinternational.com

MULTITEL EXPORT SALES GmbH

Carl-Zeiss-Straße, 34 52477 Alsdorf - Deutschland

Tel. +49 (0) 2404 675 580 - Fax +49 (0) 2404 675 58 29

exportsales@pagliero.com

MULTITEL UK LTD - operational headquarter

Unit 11 Bilton Court Bilton Way Luton LU1 1LX - UK

Tel. +44 (0) 1582 952778

info.uk@pagliero.com

MULTITEL IBERICA SL

C/ Luxemburg, 12 08520 Les Franqueses Del Vallès, Barcelona - España

Tel. +34 93 22 05 633

info.iberica@pagliero.com

www.multitelgroup.com