



Lead Office
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FAM STUMABO TOTAL CARE PROGRAM

From sales to after-sales, our team is
with you all the way!

The Total Care Program (TCP)

provides you with a complete service range, which contributes to the best possible and most economic operation of your machine over its lifetime.

It covers all services, which you may want to use before, during and after the purchase of each FAM machine.



FAM STUMABO, industrial food cutting solutions

This statement takes on its fullest meaning in the area of service. FAM STUMABO personnel will work alongside you. Even when an ocean seems to separate us, contact is never broken.

Throughout all phases of the process, our people work alongside you to offer the right choice to make your project successful. Free online live chat, integration assistance and training courses are provided by our team. In addition, we can propose feasibility tests and real-life demonstrations, in order to optimise your project. Finally, by providing additional functions, our experts can help optimise the configuration of your application.



TCP | A complete service range



- Sales
- Feasibility
- Commissioning
- Training
- Support

Our support teams are dedicated to helping, informing, and reassuring you every step of the way in your project.

Our goal: Ensure that your equipment delivers optimal performance.

To optimise your setup, our team can suggest additional functions, for example to boost machine capacity, meet certain requirements for certification, or facilitate setup changes.

SALES

Advice from start to finish, expert consultation throughout the selection process. A team of experts equipped with the most state-of-the-art tools will help you at every step of your project. Our engineers are standing by to help with all your questions, from machine integration to info on our training programs. For FAM STUMABO, customer support is the key to ensuring your project is a success.



FEASIBILITY

To validate and optimise your project, our dedicated team can run a demonstration within one of our test-kitchens or on-site. These tests allow you to take into account the operational environment, cycle time, calculate component service life and even work out the desired results. We take a structured approach to feasibility testing:

- **Conceptual study/requirement**
- **Real tests**
- **Validation of the project**



✓ COMMISSIONING

Every FAM machine gets delivered with detailed instructions covering operation, cutting tools, cleaning and how to fine-tune your investment.



✓ TRAINING

Mastering the finer details of machine performance and setup is the best way for users to maximise the efficiency and effectiveness of our solutions. Our training programs are designed and administered by FAM STUMABO teams to help you get the most out of your investment. The training courses cover all aspects of use: line control, setup, maintenance and more.



✓ SUPPORT

Help desks are provided throughout the FAM STUMABO network. Direct support and follow-up, the use of specialised software (ticket tracking), and reach via telephone and e-mail are essential in elements in helping our customers.



TCP | A complete service range

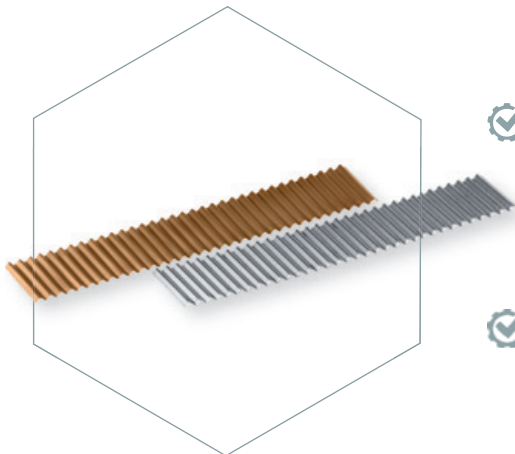


- Maintenance
- Repairs
- Spares & Parts
- Refurbishment
- Expert advice

Each FAM machine has its own list of recommended spare parts, knives and auxiliary tools.

Our service vans are modern, state of the art.

We carry parts for the majority of our machines so making sure all jobs can be completed during each service visit.



✓ MAINTENANCE

Boost the lifespan of your investment. Maintenance is a way to protect your investment, control upkeep costs, and ensure a steady production. Our engineers can provide you with fast and effective maintenance services. Once you choose the best option for your needs, a qualified engineer will perform yearly inspections and make any adjustments needed.



✓ REPAIRS

In case of sudden break down our team is immediately at your disposal via telephone or e-mail to help solve your problem.

✓ SPARES & PARTS

All spares and parts offer you reliability and come with a full warranty. Every FAM machine has its own recommended spare parts, knives and other auxiliary tools list.

✓ REFURBISHMENT

After years of operation, we can fully refurbish your equipment so you can extend your manufacturer warranty.



TCP | A complete service range

EXPERT ADVICE

Our support teams are dedicated to helping, informing, and reassuring you every step of the way in your project.

Our goal: Ensure that your equipment delivers optimal performance. To optimise your setup, our team can suggest additional functions, for example to boost machine capacity, meet certain requirements for certification, or facilitate setup changes.



TCP | Maintenance contract



Correct machine maintenance is an ideal way to protect your investment, control upkeep costs, and ensure a steady production.

PURPOSE OF THE TCP MAINTENANCE CONTRACT

When signing a FAM STUMABO Total Care Program Maintenance Contract (TCP-M), you decide to go for a Special Maintenance Program. This Special Maintenance Program has been developed to offer you a number of common benefits as to all kind of Services, which will follow a pre-set schedule determined by FAM.

MAXIMISE YOUR RESULTS WITH THE TCP MAINTENANCE CONTRACT

With the FAM STUMABO Total Care Program Maintenance Contract (TCP-M), you decide to go for a Special Maintenance:

- Bigger profits – keep your business running and minimize downtime.
- Better reliability – get more out of your equipment.
- Improved efficiencies – through detailed monitoring.
- Preventative maintenance reports to assist planning and cost forecasting.
- Predictable ownership costs – rates are guaranteed for the duration of the contract.

GET THE BEST SUPPORT AT ALL TIMES

With the FAM STUMABO Total Care Program Maintenance Contract (TCP-M),

- Dedicated point of contact – queries and advice.
- Feel confident – experts on call whenever you need us.
- Confidence in your results through regular Preventive Maintenance visits.
- Minimal disruption with priority response from our trained service engineers.
- Compliance with Health & Safety – an annual service by our qualified engineers validates your insurance.



FAM STUMABO Total Care Program Maintenance Contracts are available and can be tailored to your needs.



TCP | Service options



At every phase of integrating a FAM machine, from inception to the end of the machine's service life, we can help. To ensure optimal service, we have developed specific areas of expertise so it can provide the assurance, safety and diagnostics needed to optimise your investment.

1 TCP INSPECTION SERVICE

- Perfect for customers who are looking to ensure that their machine is safe to use. For customers who are looking to carry out the work themselves under our recommendation.
- Features an extensive multi-point machine health safety check.
- Includes safety checks on essential areas of your machinery to guarantee maximum safety. These checks include to name a few: checking the general condition and also checking for any risks.

2 TCP EXPRESS SERVICE

- Perfect for customers who work to a budget and looking to ensure that their machine is safe to use.
- Features an extensive multi-point machine health safety check, replacing grease, bearings (excluding drum) and belts.
- Includes safety checks on essential areas of your machinery to guarantee maximum safety. These checks include to name a few: checking the general condition and also checking for any risks.
- For a full list of what you will receive if you purchase an Express Service from FAM STUMABO then please contact us.



3 TCP FULL SERVICE CONTRACT

- When purchasing a Full Service from FAM STUMABO be it under contract or non-contract. This is the most extensive purchasing package that we offer.
- The Full Service undertakes a thorough point machine safety health check of your machine or FAM line.
- The Full Service will include everything that is included in an Express Service or an Interim Service, however, will include more vital checks if you are looking for a Full Service for your machinery or line.

TCP | Training courses



Mastering the finer details of machine performance and setup is the best way for users to maximise the efficiency and effectiveness of our solutions.

✓ PURPOSE OF A TCP TRAINING

FAM STUMABO UK is equipped with enormous possibilities in terms of performance and programming. Therefore, understanding them in detail is essential to maximizing their effectiveness and gaining a profitable investment from your cutting equipment. We encourage you to explore our training programs here at FS UK.

✓ SPECIALISED TRAINING

Training on every aspect of use

From line control to setup, maintenance and more, FAM STUMABO's training courses cover all aspects of machine use. Our training centre is equipped with demonstration tools that reproduce actual production conditions to support learning.

Several training modules

Based on the experience we've gained over the years, we have developed a series of training modules:

- **Operator training** can be offered directly from our test-kitchen to you by virtual connection. We can also provide in person from our-site or yours.
- **Engineer/Maintenance training** by product line (Tridis, Centris, etc.). This course is best conducted in person.

Specialised training programs

We can also put together customised training based on your specific needs, your team's knowledge and the equipment you use.

✓ WHO SHOULD BE TRAINED?

Many of our clients tend to train maintenance technicians first, followed by line leaders and personnel who work with the machine on a daily basis. However, we advise that the best guarantee of a machine's longevity is knowing how to operate and utilize it properly. We also recommend that everyone involved in the setup and utilisation of our equipment, as well as the most experienced technicians, explore all the possibilities of our machinery. It is equally important to train the users as soon as the machine enters into production. With regard to maintenance personnel, our training ensures fast and effective intervention for the complete line. Finally, training also contributes to personal safety, an essential topic for us.

✓ OUR FACILITIES

We have a fully equipped test lab, conference and training room and showroom at your disposal.



TCP | Training courses

✓ FAM STUMABO TUTORS

Every tutor has:

- extensive 'hands-on' experience in the field
- first-class training and communication skills

MODULES

1 REMOTE-OPERATOR TRAINING COURSE

- A typical course would last for half day and cover machine operation including full use of appropriate tooling.
- We can cater for unlimited numbers of people.
- The training session is also recorded live and then supplied by download link.

2 CERTIFIED OPERATOR TRAINING COURSE

- A typical course would last for half day and cover machine operation including full use of appropriate tooling.
- We can cater for groups of four people plus accommodating individuals into other planned groups.
- At the end of each course, we will provide full assessment with feedback to each company, issuing training certifications on completion.

3 CERTIFIED ENGINEERS TRAINING COURSE

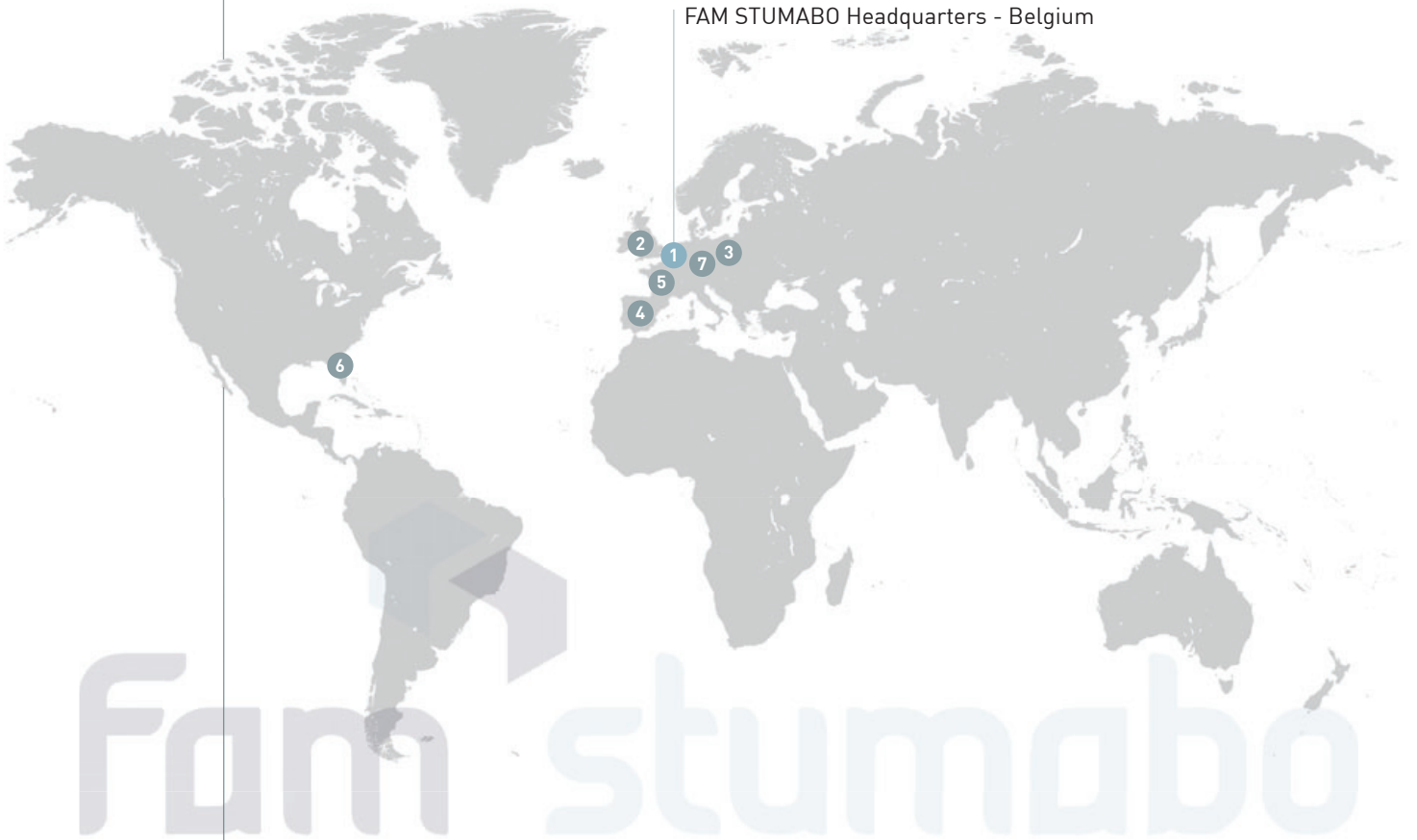
- Over one - two days and to include all areas covered in the operator course plus in - depth knowledge of the machine including strip and re-build. A certain amount of problem solving is to be expected with full assessment including feedback to each company.
- We can cater for groups of four people plus accommodating individuals into other planned groups.
- At the end of each course, we will provide full assessment with feedback to each company, issuing training certifications on completion.

Worldwide Labs and Training Centres



FAM STUMABO UK provides an industrial standard test kitchen (FAM Lab) in Birmingham for business to test out whether expansion is what they really want. At the end of the trial run, you will be able to decide whether you wish to move on to larger scale production, or continue further tests. Use of FAM equipment specific to your needs is discussed in advance with pre-testing arranged before your arrival.

FAM STUMABO Headquarters - Belgium



fam stumabo

INDUSTRIAL FOOD CUTTING SOLUTIONS

- | | |
|-------------------------------------|----------------|
| 1 FAM STUMABO Headquarters | Belgium |
| 2 FAM STUMABO UK Ltd. | United Kingdom |
| 3 FAM STUMABO Polska | Poland |
| 4 FAM STUMABO Ibérica | Spain |
| 5 FAM STUMABO France | France |
| 6 FAM STUMABO USA Inc. | United States |
| 7 FAM STUMABO Deutschland | Germany |



Cutting trials

Worldwide, FAM is ready to advise you in one of our fully equipped test centers. You are invited to send us products for evaluation and you are most welcome to be present during the trials.

Find your agent

Go to www.fam-stumabo.com/where-you-find-us/ and find all relevant contact data to get in touch with FAM, the regional branch offices and the worldwide agent network.

Contacts and information

For a complete overview of our machines, applications, services and agents, please visit our website. Our application experts will be happy to respond immediately to your information request.

Market leader in Industrial Precision Blades

Stumabo sells year on year close to 4 million blades for use on industrial food processing equipment. This makes Stumabo the leading supplier in Europe and one of the largest players in the world.

A Network of Experts Close to You

Our agents and distributors are familiar with processing issues and manufacturing difficulties, which may occur whilst cutting food produce.

Contacts and information

For a complete overview of our Products please visit our website. Our experts will be happy to respond immediately to your information request.



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