



We're right there with you – before, during and after

## The M&J Service Department



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## Reliable answers and on-the-spot help

### The M&J Service Department provides you with >

- Effective, intelligent service support 24/7/365.
- Designated contact staff familiar with your particular set-up.
- Rapid, on-time delivery of replacement components and spare parts.
- Service contracts tailored to each type of M&J shredder.
- On-the-spot training for operators of M&J equipment.
- Trained service technicians with M&J authorisation, based close to you.

### Purchase is only the beginning

Effective after-sales service is a key part of M&J capabilities.

Your decision to buy an M&J shredder is really only the beginning. Our Service Department helps you install and commission your new equipment so you can bring it on line as quickly and efficiently as possible, with a minimum of interruption to your operations.

Our teams of service engineers and local technicians also provide your staff with complete, hands-on training about how to use the shredder most effectively, and how to cope with any eventualities. We aim to pass on as much as possible of our shredder know-how to you and your staff, so that you can extract maximum benefit from M&J shredder technology.

### Know-how makes the difference

Efficient shredding equipment is only part of the overall picture. A lot also depends on shredder operators who can get the most out of any set-up, and help prevent practical problems from arising.

That's why our Service Department offers on-the-job training for your operating staff, so they can help you get the best from your M&J shredder.



## M&J service pays off – right down the line

### Effective service back-up – maximum effect >

Our Service Department is here to provide you with all the help you need to ensure your M&J shredder makes a positive contribution to your operations – at all times.

### Our focus is on helping you to:

- Keep the life cycle costs of your shredder equipment to a minimum.
- Implement service structures that help you avoid unpleasant surprises and predict future costs.
- Avoid processing interruptions and the knock-on effects of these.
- Maximise shredder uptime to boost your throughput.
- Ensure compliance with current and future health and safety requirements.

### Lower total costs

Faster, safer start-up and commissioning can significantly reduce the impact of introducing new equipment into the rest of your set-up. And our service experts can fine-tune your new shredder to the special characteristics of your processing flows. This will reduce your overall transition costs significantly.

You can also significantly reduce your operating costs via cost-effective, well-planned service and maintenance that avoid interruptions in shredding activities and the knock-on effects of these on the rest of your operations.

### Moving up

Operating environments and waste flows undergo continual change, as do legislative and environmental requirements.

The M&J Service Department can provide you with all the know-how you need to make well-informed decisions about the most cost-effective ways to upgrade and retrofit your existing M&J shredder equipment. Or even about how to transition smoothly to larger-capacity equipment with additional capabilities and next-generation technology.