WMF Services

PROVEN EXCELLENCE
AROUND THE GLOBE

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Customer Focus

WHATEVER THE CHALLENGE, WE PROVIDE THE SOLUTION.

"From hotels and restaurants to coffee bars and convenience stores. From offices to catering companies, WMF works with customers of all shapes and sizes. They truly understand the challenges of the coffee businesses which makes them first choice as the partner for my success."

YOUR SUCCESS DEPENDS ON...

CUSTOMER SATISFACTION

Machine Availability
Your ability to serve your customers at all times.

Coffee Quality
Serving your customer a premium and consistent coffee quality.

DAY-TO-DAY OPERATIONS

Operational Skills
Making sure machine and staff work hand in hand to please your customers.

Regulatory Compliance
Staying compliant with health, safety, security and environmental regulations.

COMMERCIAL SUCCESS

Plannable Follow-up Costs
Avoiding surprises and finding the right level of commercial stability.

Investment Protection
Maximising the lifetime of your coffee machine.

CUSTOMER SATISFACTION

Within a world where coffee still becomes more and more important to people, coffee drinkers expect the best quality and consistency of their favourite beverage. Paired with always on expectation that the technological advances of the last years has created, you need to be able to serve the customer when they demand it.

COMMERCIAL SUCCESS

A professional coffee machine represents an excellent basis for commercial success. The challenge is to ensure the right level of financial stability to support your business plans with plannable follow-up costs and protection of your investments.

DAY-TO-DAY OPERATIONS

The number of rules and regulations that you as a coffee machine operator have to comply with seems to be ever increasing. Paired with staff turnover, this represents a challenge to delivering the excellence you need in your day to day operations.

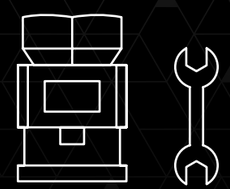
Services Overview

FOR A LONG LIFE
OF RELIABLE PERFORMANCE.

Our services are designed to provide your machines with state-of-the-art treatment throughout their operational life time. Integration of IoT and digital platform functionalities are great examples on how we continue to innovate our service portfolio. Our services are modular to let you choose the right level of support you need to be successful.

INSTALLATION

MAINTENANCE

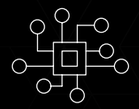


REPAIR

ORIGINAL PARTS

CONSUMABLES

TRAINING



DIGITAL

FINANCING & LEASING

INSTALLATION
The right start to your success

The day your new coffee machine is first installed is one of the most important days in its entire lifetime. It will determine how your staff and customers value the machine. As we all know, there is only one chance to make a first impression. We share your desire to make a perfect first impression and have designed our installation services with that ambition in mind. Compared to traditional machine-focused installation services, our trained professionals look beyond and properly embed the machine into its operational ecosystem.

YOUR BENEFITS:

- Fast and safe start-up
- Water analysis to optimise settings
- Individual training and advice
- Customer-specific add-ons

MAINTENANCE

The key to consistent quality

Unplanned downtime and deterioration of coffee quality are risk factors to your success. They create unhappy customers and commercial impacts. We understand this and have based our service concept on smart preventive maintenance. Driven by our long experience and intensive research, we examine your machine and replace the relevant components in a highly targeted way, to keep it in perfect shape. Digital monitoring is taking the effectiveness of our service concept to the next level.

YOUR BENEFITS:

- High availability
- Investment protection and predictable costs
- Proactive checks to ensure quality
- Easy ordering of supplies and parts

REPAIR

By your side when you need us most

Even the very best can have a weak moment. We know how stressful it can be for your customers, your staff and in fact your whole business if you encounter one of those rare moments where your coffee machine lets you down. Speed and competence are of the essence in such a situation to get your machine working again. Our mission is not only to get you back up and running but also to deliver sustainable repairs so your machine is good to go just like on day one.

YOUR BENEFITS:

- Time-saving telephone support
- Expert on-site technicians
- High first-time fix rate
- Systematic checking, cleaning and descaling

Global Presence

PROVEN EXCELLENCE AROUND THE GLOBE

LOCAL CAPABILITIES + SUPPORT INFRASTRUCTURE = CONSISTENT QUALITY

Each of our service partners around the world has a local service network with the capabilities to provide service in line with our global services portfolio.

All of our partners are embedded in our global service community, and have access to technical support, digital services, spare parts, consumables and training.

Our global service standards, KPIs and partner audits ensure that our partners provide service to the high level that we require and you expect.

DID YOU KNOW...

113

... that our integrated service network reaches 113 countries?

85,000

... that more than 85,000 customers around the globe trust our service expertise?

800

... that more than 800 own service specialist in eleven countries power our innovation?

230

... that we service our coffee machines on 230 cruise ships around the world?

1.2 million

... that our service expertise is based on more than 1.2 million active machines?

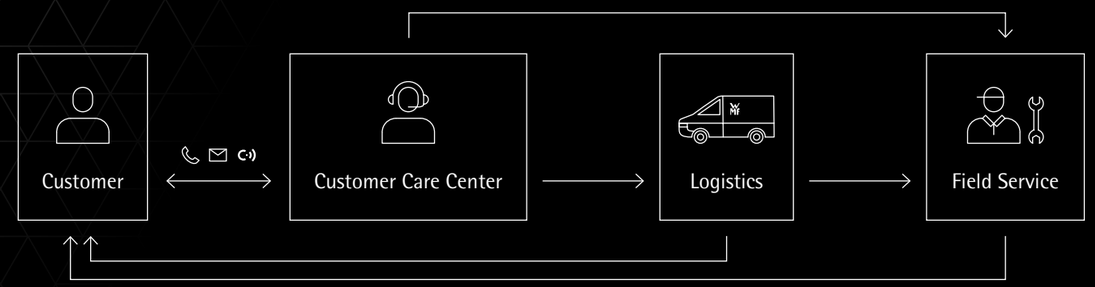
100

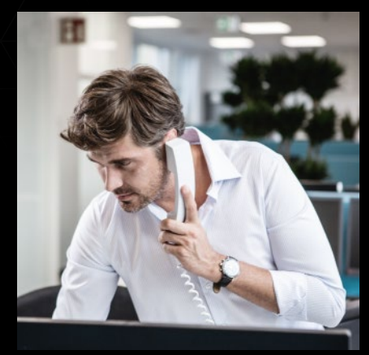
... that we have been doing this for almost 100 years?

Service Process

DESIGNED FOR SUSTAINABLE CUSTOMER SUCCESS

"Our mission is to deliver competence with a personal touch, keeping the customer at the centre of everything we do."





CUSTOMER CARE CENTER

The single point of contact for all services. Easy to reach via your preferred channel and in your local language. Providing competent support, taking ownership and managing your concern to resolution.

FIELD SERVICE

Supporting you on-site with a fast, efficient service, our highly qualified technicians install, maintain and repair your coffee machines. They train and advise your staff and drive premium beverage quality based on their coffee competence.

LOGISTICS

Worldwide delivery of high quality original spare parts and consumables is our mission. Smart planning algorithms paired with great experience allow us to support your business anytime, anywhere.

Proven Excellence

OUR KEY INGREDIENTS FOR YOUR SUCCESS

1. Unrivalled technical expertise

Our competent service experts are there to provide competent support and rapidly resolve any problems, they are backed up by the full weight of our global know-how.

2. A reliable global partner

The WMF service network has global reach and a reputation for quality and reliability. You can always count on these values when working with us.

3. Focused on your success

All our efforts are aiming at the long-term success. We take pride in seeing so many of our customers among the best coffee businesses on the planet.

4. Driving innovation

At WMF, good is never good enough. We are developing innovative products and services to optimise your coffee business.

5. ... and by the way, we love coffee like you do!

Providing your customers with truly delicious coffee is not only our job, it's also our passion.

Contact Details

GET IN TOUCH TO FIND OUT MORE

WMF GmbH
WMF Platz 1
73312 Geislingen/Steige

services@wmf.com
www.wmf-coffeemachines.com

WMF Austria
Langer Weg 28
6020 Innsbruck

+43 512 3302
gastro@wmf.at
www.wmf-kaffeemaschinen.at

WMF in Switzerland
Allmendweg 8
4528 Zuchwil

+41 32 681 62 00
vertrieb.schweiz@schaerer.com

SEB PROFESSIONAL BeLux BV
Halfstraat 5_18
B-2630 Aartselaar | Belgium

+32 3 828 11 28
Belgium@seb-professional.com
www.wmf-coffeemachines.com/nl_be

SEB PROFESSIONAL Iberia S.A.
Avda. Llano Castellano, 15
28034 Madrid I España

+34 91 334 1216
Spain@seb-professional.com
www.wmf-coffeemachines.es

SEB PROFESSIONAL UK Limited
31 Riverside Way
UB8 2YF Uxbridge

+44 1895 816100
UK@seb-professional.com
www.wmf-coffeemachines.uk.com

SEB PROFESSIONAL France SARL
13 - 15 Rue Claude Nicolas Ledoux
94000 Créteil

+33 1 49 80 80 10
France@seb-professional.com
www.wmf-coffeemachines.fr

SEB PROFESSIONAL Nederland B.V.
Gyroscoopweg 82-84
1042 AX Amsterdam
Showroombezoek op afspraak
+31 20 480 80 85
Netherlands@seb-professional.com
www.wmf-coffeemachines.com/nl_nl

SEB PROFESSIONAL Japan
13F Hamarikyu Parkside Place
5-6-10 Tsukiji, Chuoku
Tokyo, 104-0045

+81 3 3541 1941
Japan@seb-professional.com
www.wmf-japan.co.jp

SEB PROFESSIONAL (Shanghai) Co., Ltd.
1318 North Sichuan Road, ICP, Unit 1101
200080 Shanghai

+86 021 2601 6288
China@seb-professional.com
www.wmf-coffeemachines.com

SEB PROFESSIONAL LATAM & Caribbean
Guadalupe 10801 | P.O Box 75-2120 |
Goicoechea, San Jose | Costa Rica

+506 7016 9885
LATAM@seb-professional.com
www.wmf-coffeemachines.com

SEB PROFESSIONAL North America
15501 Red Hill Avenue, Suite 200
Tustin, California 92648

+1 888 496 3435
NorthAmerica@seb-professional.com
www.wmf-coffeemachines.us.com

63.8388.0391
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