



GSS

GLOBAL SUPPORT SERVICES

MPI is extremely proud of its world-class customer service team. Since 1972 we have produced over 2,300 machines with 98.5% of them still in service worldwide. We are able to provide unparalleled service levels through our Global Support Services (GSS) program. The GSS program covers a comprehensive range of services including:

- Warranty Support
- Remote Diagnostics
- Onsite Maintenance
- Process Optimization
- Spare Parts
- Service Maintenance Agreements
- Training

Programs Tailored to Your Specific Needs and Budget



GSS includes several levels of service and support. We can tailor a program to fit both your company's budget and internal maintenance requirements. GSS was developed to provide customers with the highest degree of service and support regardless of their geographic region.



The cornerstone of the GSS program is the Authorized Global Support Network (AGSN).

- Comprised of highly trained factory-certified service personnel
- Locations around the globe
- Quick and qualified response to customer-service needs
- Service provided throughout the life-cycle of your equipment

Expanded Service Maintenance Agreements and Service Pricing

MPI also offers expanded Service Maintenance Agreements (SMA) so that coverage can continue after the warranty period. SMAs can be customized to fit your financial and maintenance needs. Service pricing with the GSS program is the most cost-effective way to maintain your equipment. Additionally, MPI's standard service rates were reduced to ensure the cost of service remains at the most affordable levels in the industry.

Performance

MPI understands that throughput is about more than how well a machine is engineered. It is also about how consistently it performs year after year and the service you receive after delivery. The GSS program ensures that MPI customers will have access to the type of service and support that will allow their machines to operate at peak levels for many years to come, making your capital equipment purchases from MPI the best solution for your wax room.

MPI
Support Services



CALL OR VISIT OUR WEBSITE TO LEARN MORE

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www.mpi-systems.com