

# The benefits of Service & Support



The service concept  
behind the M&J  
shredding power



### The Metso service

## and support organization

We are part of Metso Recycling head office in Horsens, Denmark, where we have based all our industrial shredding resources and know-how. This enables us to draw on the unique know-how and hands-on experience that comes from having installed more than 500 shredders worldwide

### Get started quickly

When you invest in a new generation of shredding equipment, it's important to bring your new systems into operation as quickly and efficiently as possible. That's why Metso service technicians are available anywhere in the world to help you get your new M&J Eta®PreShred installed and commissioned effectively, as well as to train your staff to operate it well.

### 24/7/365 service and support

If you use an M&J Eta®PreShred as part of your operations, you need to be able to rely on it – completely. That's why we focus considerable resources onto providing you with the best possible service and support, right round the clock.

- Our service organization is on-call around the clock, 24/7, to help you in any way we can.
- If you need on-site assistance – anywhere in the world – we can send trained Metso technicians to help you.

### Spare parts and wear parts

To help protect your operations from the effects of any unscheduled downtime, we maintain a permanent inventory of the most critical spare and wear parts, all of exceptional quality and with guarantee.

### Help in tackling changing needs

Your business and your operations will – inevitably – develop and change over time, and both inputs and customer requirements alter. To help you tackle these changing requirements, we provide a range of specialist services.

- Cutting table replacement. Swap out the complete unit with the most recent technology and design.
- Cutting table refurbishment, so you can maintain maximum efficiency.
- Shredder upgrades – modular designs make it easy to achieve greater output and greater efficiency.



## Service agreement

# keeps your budget balanced

To make it easy for our customers, we provide 3 distinct kinds of standardized service agreements for M&J Eta®PreShred. Amongst others they result in our customers getting a significantly better return on investment.

### Preventive action pays off

You don't have to sign up for a Metso service agreement when you purchase an M&J Eta®PreShred. But the benefits are considerable.

- Lower life cycle costs of your shredding equipment
- You avoid disruptive downtime and lost revenue
- You keep your energy costs to a minimum
- You benefit from all the most recent shredder technology updates and improvements.

The result is a significantly better return on investment, fewer unwelcome surprises that disrupt your planning and budgets, as well as knock-on benefits throughout your operations.

### Metso service agreements for M&J Eta®PreShred:

#### Premium Service Agreement

#### Extra Service Agreement

#### Regular Service Agreement

Regular service interventions each 500 operating hours including filters, grease, gear oil, hydraulic oil, oil samples, working hours, travel and accommodation.

Regular hard surface welding each 500 hours on rotating shafts and stator knives in cutting table including welding material.

All repair work including all spare and wear parts needed for 10,000 hours of operation (including exchange of cutting table).

## Metso Recycling Equipment

### Our range:

Pre-Shredders  
Shredders  
Shredder Plants

Metal Crushers  
Scrap Shears  
Turnings Crushers  
Briquetting Presses

Double Screw Presses  
Anode Crushers  
Screen Drums  
Scrap Baling Presses

Waste Fine Shredders  
Waste Pre Shredders

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