

AFTER SALES



LOIPART

MARINE GALLEY, LAUNDRY
& WASTE AREA SOLUTIONS



AFTER SALES

SPARE PARTS, TECHNICAL
SUPPORT & SERVICE



SPARE PART SALES & WAREHOUSE

SPARE PART SALES

We have experienced and dedicated order administrators supporting different geographical areas all over the world. They always work with customer focus and provide fast and accurate service to incoming inquiries and orders.

We daily send our goods in close cooperation with a reliable Courier Delivery Company to almost any location in the world.

We honor being skilled in component substitutions, and we always do our outermost to find a replacement for obsolete parts.

WAREHOUSE

Our generous policy is to keep vital and frequently sold spare parts and parts out of production to increase availability. With this policy, Loipart can provide the spares when the need arises and to prolong the lifetime of the products. We constantly strive to shorten the lead times of our spares and to avoid obsolesces.

- Our central warehouse is located in Alingsås, Sweden, reaching many parts of the world within days. We also have hubs in the USA and Singapore
- We have about 3000 parts in stock.
- We use reliable Courier Delivery Company in close cooperation for all our deliveries.
- Our skilled and service minded warehouse personnel are dedicated to pack the correct parts in a correct manner to avoid damages of the goods.
- As Reliable being one of our values we put a lot of effort in shipping the goods in time.

**For spare parts inquiries please
email: spares@loipart.com**





TECHNICAL SUPPORT

Our technical support department has skilled technicians with broad experience in all our products both in theory and practice. They handle warranty claims, technical issues, and service to our customers worldwide.

CLAIMS

Our technical support handles all warranty claims with the customer's needs, problems, and wishes in focus. We aim to help the customer get the product up and running with minimal interference and downtime.

TECHNICAL ISSUES

Our skilled technicians assist the crew or yard personnel with troubleshooting, installation problems, malfunctions, etc. With photos, emails, and phone contact, we can provide customer self-service support avoiding expensive service visits and downtime.

SERVICE

Emergency service visits are often very costly and cause unnecessary downtime of the product and interfere with daily operation. Loipart works with planned service, inspection, and maintenance, ensuring the operative availability of the products throughout their lifetime. These services are available through our offices in Europe, the USA, and Asia (Korea and Singapore). We call it the Loipart Service Concept.

Loipart can also offer:

- On-demand and emergency service
- Inspection prior dry dock, resulting in a good overview of the condition of the products and a recommendation of needed service or replacement.
- Major repair
- Crew and staff training

For technical support & claims please email: technical@loipart.com



LOIPART LOYALTY PROGRAM

PURPOSE

Loipart value and care about our loyal customers and would like to strengthen our relationship with our current and new customers. We are always looking for ways to offer you the best value for your money. The Loyalty Program covers reasonable pricing for our standard products from our well-known suppliers, great deals for spare parts, and a shortcut to our Loipart Service Concept. Refer to backside page for the brands covered by this program.

HOW TO ENTER THE LOIPART LOYALTY PROGRAM

The starting point of the loyalty program can be one of the following alternatives:

- Inspection
- Equipment - new building projects or replacements
- Spare part volume forecast

INSPECTION

Before conversions or other changes, an inspection made onboard the vessel is included in the Loipart Loyalty Program. The inspection covers galley, laundry, and waste handling products in the scope of Loipart. We will be summarized in a maintenance and replacement plan with recommended products and spare parts. The inspection of your products will be free of charge if followed by an order of the significant amount (more than 50%) of the recommended products or spares. If you choose not to purchase the products, Loipart will invoice the inspection as per our Service Price List.

Refer to technical@loipart.se for details.

EQUIPMENT

New building projects
In our Loyalty Program, reasonable pricing for our standard products is included. For new projects, the scope purchased from Loipart should consist of the complete package for the galley, laundry, or waste equipment.

** The vessel must be in Northern/Western Europe for the inspection. In any other locations travel costs will apply and will be invoiced.*

The program offers:

- 25% off equipment price
- Three years spare part discount of 10%. The deal is applicable for ALL vessels of the customer during this period.
- One free-of-charge inspection/service after the guarantee period has ended for the newly built vessel*, resulting in a maintenance plan and recommended spare parts. NOTE: The customer must initiate this within six months after the guarantee ends.
- After three years, spare part discount according to sales volume, refer to chapter 3.
- Shortcut to our Loipart Service Concept and reasonable pricing

REPLACEMENTS

For replacement units a purchase amount of 10 000 € per year is required.

The program offers.

- 25% off equipment price
- 3 years spare part discount of 10%. The discount is applicable for ALL vessels of the customer during this period
- An inspection as per section "Inspection"
- After three years, spare part discount according to sales volume, refer to the section "Annual spare parts volume" below.
- Shortcut to our Loipart Service Concept and good pricing

ANNUAL SPARE PARTS VOLUME

When the three-year period of 10% discount has expired, the customer will be transferred into this Loyalty Program section.

The discount will be based on spare part sales volume, which may generate a discount from 10 up to 25%, where the lowest volume is 5000 €. Annual purchases lower than 5000 € do not give a discount and result in the discount being removed.

The discount is reviewed and adjusted yearly in January/February.



SPARE PART VOLUME FORECAST

For our customers that don't start the program with an equipment purchase we have another way into Loipart Loyalty Program.

The possible start-up discount is based on a volume forecast for the present year. The forecast is evaluated by Loipart and a possible discount is set. A normal start-up discount is about 5-10%.

After one year or in January/February whatever comes first the spare part discount is provided according to a fixed scale based on volumes of the previous calendar year per customer. The discount is then reviewed and adjusted yearly in January/February.

Separate agreement about fixed pricing for spare parts of your preference can be quoted upon request. With this feature the process of request and quoting is minimized.

Welcome to join the Loipart Loyalty Program. We hope you find it interesting and we look forward to be serving you and your company. For more details or questions refer to:

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NOTE: The Loipart Loyalty Program may be subject to changes. Loipart reserves the right to change the terms and conditions of the Loipart Loyalty Program without notice.





SERVICE CONCEPT

The Loipart Service Concept agreement is tailor made for your needs. We can then offer a combination of different services. The concept is based on three major areas:

CUSTOMER SELF-SERVICE SUPPORT

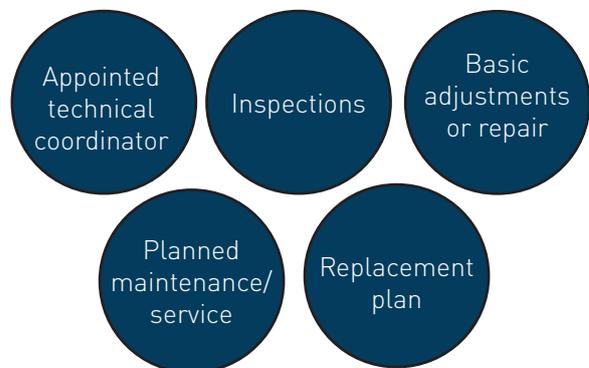
Loipart assists you in maintaining high availability of your products, as we take care of all planning and administration for you.

All contracts are managed by a technical coordinator acting as your personal single point of contact for technical, maintenance and budgeting support.



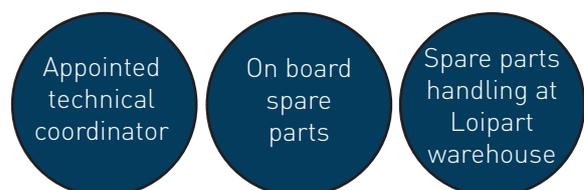
LOIPART ON BOARD SERVICES

Through condition monitoring, planned and corrective maintenance and inspections we keep your products operable with a minimum of a down time and interference in your daily operation. Our services prolong the lifetime of your products.



SPARE PART AVAILABILITY

With our generous stock policy we ensure spare part availability. We make sure your specified and vital spare parts are available when you need them.



For more information and questions please contact our VP After Sales, Mrs Katarina Munter
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Marine partners

Electrolux Professional
Electrolux Laundry
Eatgood lightfry
Fribergs Verkstäder
Indetek
IDEAL-AKE
LMG Finland
Satrind
Sanitrade
Steeltech
Therma

Main brands

Convotherm
Disperator
Gamko
Granuldisk
Hobart
Hatco
Ipinium
Lang
Meiko
MKN Maschinenfabrik
Rational
Scanbox
Scotsman
Sveba Dahlen
Valentine

Other brands

ACP Menumaster
Alliance Laundry
(Primus, Ipso, Speed
Queen, UniMac)
Animo
Asko
Baratta
Bonamat/Bravilor
Cona
Crem/Coffee Queen
Dometic
Eberhardt
Edlund
Ecolab
Eurofours
Eurotec Riga
Frigomat
Frymaster
Fuijmak
Gorenje
Hallins
Hamilton Beach
Hällde
Idesta
Imesa
KangLi
Lincat
Lotus
Manitowoc Ice
Miele
Nilfisk
T&S Brass
Van Berkel/Omas
Porkka
Robot Coupe
Rondo
Rowlett
Rieber
Rubena
Wells



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