

## FLOTTWEG INDUSTRY INSIGHTS

Hi There,

Welcome to the inaugural edition of Flottweg Industry Insights! This month, we're excited to introduce our teams, share our responsibilities, and provide updates on upcoming events and news. Enjoy!

- The Flottweg USA Team

### Flottweg USA Teams

#### AFTERMARKET SALES



The Aftermarket Sales team at Flottweg specializes in providing additional products and services post-purchase. With nearly 70 years of combined experience, our expert's primary responsibility is to help our customers by providing answers to and education on the innovative solutions Flottweg offers.

**Our services include:**

- Upgrades: Latest scroll technology, lubrication systems, and control packages.
- Maintenance: Comprehensive plans for reliable operation.
- Training: Tailored sessions to maximize efficiency.
- Spare Rotating Assemblies: Drop in assemblies to minimize downtime.

For more information, contact us at [fwusamsales@flottweg.net](mailto:fwusamsales@flottweg.net) or call (859) 448-2300.

#### AFTERMARKET SERVICE TEAM



**Aftermarket Service Team**

Our team strives to always provide value in all we do. Our primary goal is to build and retain customer relationships by providing the level of service, support, and communication our customers deserve.

**Our services include:**

- Project Management: Scheduling, set-up, and delivery.
- Standard parts: Provide sales quotations and offers.
- Problem Resolution: Technical support, trouble-shooting, and timely solutions.

If you have any questions or need assistance, please contact us at [AftermarketAccountManagers@flottweg.net](mailto:AftermarketAccountManagers@flottweg.net) or call (859) 448-2300.

#### AFTERMARKET CUSTOMER SUPPORT



The Aftermarket Customer Support team at Flottweg is committed to delivering exceptional service and ensuring smooth communication across all departments and with our parent company in Germany. We play a key role in maintaining customer satisfaction by promptly addressing requests and managing essential processes.

Our five skilled professionals excel in processing quotes, sales orders, and inventory transactions. We also coordinate logistics with freight companies and customers, ensuring timely product delivery in collaboration with our Shipping & Receiving department.

**Our services include:**

- Customer Support: Respond promptly to customer requests and direct unresolved issues as needed.
- Process Management: Efficiently manage quotes, sales orders, inventory transactions, and invoicing.
- Logistics Coordination: Work with freight companies and internal teams to ensure smooth product delivery.

This year, we achieved a record-breaking month of \$5.3 million in aftermarket sales, inspiring us to set new goals and continue fostering a positive, productive culture.

For more information, please contact [Aftermarketsupport@flottweg.net](mailto:Aftermarketsupport@flottweg.net) or call (859) 448-2300.

## IN-HOUSE REPAIR



The Flottweg In-House Repair team is committed to ensuring the accuracy and efficiency of our inspection department through rigorous training and streamlined processes. Our highly skilled team manages various tasks and responsibilities associated with the inspection group, ensuring each duty is handled with the utmost expertise.

**Key services include:**

- Technical Proficiency: Expertise in digital and mechanical readouts.
- Detailed Evaluations: Accurate assessments of machine and part conditions.
- Efficient Processes: Streamlined tasks for optimal performance.

If you require any assistance or have inquiries, please call (859) 448-2300.

## SHIPPING and RECEIVING



The Flottweg Shipping and Receiving Team ensures the precise handling of all inbound and outbound products. Our team of four skilled professionals excels in overhead crane and forklift operation, as well as the packaging and protection of items. We manage all parts received, deliver requested parts for rebuilds and Sales Orders, and ship startup machines.

In the past year, we successfully relocated our spare parts inventory without disrupting production, highlighting our commitment to seamless operations.

**Our Services Include:**

- Precise Packaging: Expertise in the careful packaging and protection of all outbound items to ensure safe delivery.
- Accurate Management: Streamlined receiving, dispatching, and inventory control.
- Comprehensive Service: Close collaboration with all departments for seamless, integrated operations.

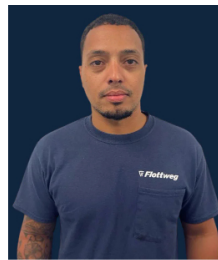
If you have any questions or need assistance, please contact us at [Shipping@flottweg.net](mailto:Shipping@flottweg.net) or call (859) 448-2300

## Employee Spotlight



#### JASON HELLARD

Meet Jason Hellard, a standout member of the Flottweg team, known for his positive attitude. He approaches his work in the shop with dedication and a constant smile, making a positive impact on everyone around him. Jason's hard work and commitment are highly valued and appreciated by the entire team.



#### CHRISTIAN SANTIAGO

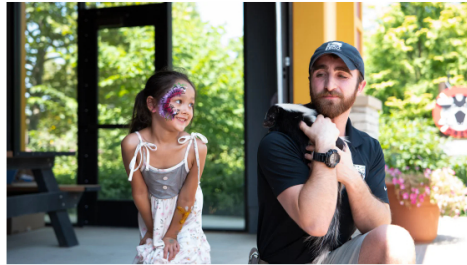
Meet Christian Santiago, a dedicated member of the Flottweg family. Christian is known for his hard work and willingness to lend a helping hand. His dependability and friendly demeanor are noticed by all who work with him, making him a valued team member.



#### MATT PARK

Meet Matt Park, a committed member of the Flottweg team. Matt excels in solving diverse issues and equipping customers with the tools and knowledge necessary for successful operations. He also collaborates internally with Flottweg employees to develop plans and procedures that can be implemented across a variety of projects. Matt's dedication to helping others develop their skills and understanding of our equipment highlights his unwavering commitment and hard work.

## Community



### First Annual Flottweg Family Day

The First Annual Flottweg Family Day was a resounding success! Employees and their families enjoyed a day filled with fun activities, delicious food, and great company. The event was a wonderful opportunity for families to connect in the Flottweg community.



### Our Daily Bread Soup Kitchen Donation



A special thank you to Rachael Martinez, Haley Ashcraft, David Cifuentes, Janet Ashcraft, Leslie Schwartz, Rob Rhea, Lori Huber, Blake McIntire, & Dave Keyser for your time and effort this morning!

Our Daily Bread Soup Kitchen was extremely grateful for our donation of 200 peanut butter & jelly sandwiches. You guys rock!

## Catch Us at These Events!

#### September - WEFTEC

September 7-9, Ernest N. Morial Convention Center  
New Orleans, Louisiana

#### October - MINExpo

October 24-26, Las Vegas Convention Center  
Las Vegas, Nevada

November - Pack Expo International  
November 3-6, McCormick Place  
Chicago, Illinois

[TRADESHOW SCHEDULE](#)

## Flottweg Future Insights

Stay tuned for future editions of Flottweg Industry Insights, where we will delve deeper into:

- Industry-specific insights and case studies
- Educational workshops and training sessions
- Troubleshooting tips and best practices
- New learnings and innovations

We plan to publish our newsletter quarterly to keep you informed and engaged with the latest updates and innovations from Flottweg!

- The Flottweg USA Team



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