EVG – Active worldwide since 1949
EVG Services – bound by quality

EVG is a mechanical engineering company active throughout the world and specialized in machinery and equipment for the processing of wire and reinforcing steel. To make sure that your production is running impeccably we provide a committed service team of 60 persons who are always at your disposal for any concerns you might have. Our staff attends to 5000 lines installed all over the planet.

Moreover, we set up also a worldwide network of local sales branches and service partners to render prompt assistance whenever needed. This allows us organizing budget-friendly service visits on site at short notice.

We maintain good contacts with our customers on a partnership-basis as in the long term it is only in unison that the technical peak performances of our lines can be ensured.

Problem solutions and spare parts ready to hand

Time is money. This is why it is very important for us that your line is always running trouble-free. For optimum availability of your lines we are extending continuously our After-sales Service Hotline. We keep using state-of-the-art technologies which help us to solve problems more efficiently. In addition, our efficient spare parts management allows us also to supply spare parts even for older machines and lines.

Certificates

- ISO 9001
- Designed and Manufactured in Austria. EVG not only confines itself to engineering and assembly
- EVG-BRAND
  Critical components are manufactured at our own factory in Graz/Raaba
- SERVICE 4.0™
  For the further development of our services EVG is member of the Styrian Service Cluster

Contact

aftersales@evg.com
spare@evg.com
No need to worry: EVG’s Service Agreement

Customized service agreement
Service tailored to measure is the concept behind our special service agreement that can be adapted to meet all your needs. Together with you we shall define all services that you would like to see included in our agreement and work out a package that provides for optimum support and a whole array of advantages and benefits. Depending on scope, we shall guarantee certain respond times and additional advantages with regard to spare parts purchases. You will enjoy the privilege to rank among EVG’s premium customers.

Regular checks of your equipment/inspection service
We assess the current technical condition of your machine in the framework of our regular checks of your equipment. This includes our inspection services, line checks and winter services. On the basis of our results we will work out an action plan for trouble-free operation of your equipment including information on prices and quantities of required spare parts. This will allow you to plan your orders ahead.
Service technicians

EVG’s service technicians and also the technicians of our service partners are adept in electric, mechanical and hydraulic issues and programming. At the same time they act on site as project managers. Their qualification is unique in the industry and is grounded on comprehensive in-house training at our parent factory. From installation and commissioning to service and maintenance to training and technical advice – all is ensured by one person!

Modifications/upgrades

The continuous integration of technical developments and the implementation of available upgrades in your lines allow increasing productivity of your equipment any further. Sometimes it takes only minor technical adaptations that make a big difference. In many cases new developments of our production lines can be implemented also in older lines.

Overhaul of production lines

Mechanical overhauls of line components allow restoring the good general technical condition of a line and ensure reliable operation of your equipment in the long term. We are specialized in the turn-key overhaul of production lines – from the definition of the scope of work to the delivery of all necessary parts to the execution of jobs on site. This includes also the relocation of production lines.

We will be glad to provide you with more information. Just inquire about line checks taking place in your region.
Services for efficient operation

- **Personnel training**

  The qualification and skills of your operating and maintenance staff are an essential key to success of your company. Operation and maintenance carried out appropriately and in a technically correct manner ensure efficient production and help to reduce repairs. Specially developed basic and advanced trainings enable us to coach your personnel in the best possible way. Moreover, special experimental set-ups are at our disposal to that end. Together with our affiliated company AVI we are offering comprehensive training for production, maintenance and material testing in Graz – Raaba.

- **Production assistance**

  In order to increase output of your plant optimally our specialists can provide production assistance for a longer period of time. This direct production assistance consolidates the training effect and, therefore, output can be increased continuously. Moreover, your and our technicians on site can optimize production sequences jointly. Our special software products are the perfect support tool to that end.
We are there whenever you need us

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**Service Hotline**

If you have any technical questions or if there are any organizational matters to be clarified, please contact our Service Hotline or send us an e-mail. We are at your disposal also on weekends and holidays in order to offer you continual support. You can contact us in various languages and we will take care of translation. Your inquiries made over the phone or reaching us by e-mail are processed for free and will be answered as soon as possible.

Hotline: +43 316 4005 777

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**Online service**

Our production lines manufactured in 2005 or later benefit from our useful online service. All major control units can be analyzed online in order to diagnose and remedy any troubles promptly. In addition, special program updates can be loaded directly from our factory so costly visits from our technicians may be spared in certain cases. This feature may be retrofitted also for older lines.

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**EVG WECARE**

EVG WECARE allows us to join you on site even if our technicians have never left their offices. Due to the use of a mobile service terminal that comes with a webcam and digital documentation of your line it is possible to provide prompt and well-aimed assistance. All that you need is an Internet connection and a flat rate for this service. EVG WECARE ensures consistent availability of your equipment.
Spare parts advice

We use just high-quality spare and wearing parts. To ensure prompt availability of spare parts we strongly recommend seeking our technical advice in good time, especially when it comes to time-critical components. This will help to avoid or even exclude a longer downtime of your line the easy way. Owing to our well-stocked spare parts depot we are in a position to supply our customers with the required parts even at short notice.

Repair service

We are offering you a special repair service for your high-end components. We inspect the parts sent in to us and repair them, if need be. Of course, operation of your line can be continued in the meantime as we offer also parts on loan for such cases.

Spare and wearing parts packages

Specially adapted spare and wearing parts packages help to save costs and you can be sure to get only genuine high-quality parts. The use of high-quality elements ensures a longer service life of parts and reduces changing intervals significantly. So, maintenance and production costs can be cut considerably in the long run.
Service partners

- We have representative offices in:
  - Germany, Switzerland, The Netherlands, France, Ireland, Poland, Italy, Cyprus, Spain, Romania, Bulgaria, Finland
  - Brazil, Columbia, Ecuador, Venezuela
  - Algeria

- We have representative offices in:
  - Malaysia, Thailand, Indonesia, India
  - Taiwan, China, Republic of Korea, Japan, Australia, New Zealand, Vietnam

- Our service partners:
Competence

Group of companies

The group of companies EVG - AVI - MARIENHÜTTE with its complete program for the production of reinforcing steel and welded mesh is your reliable and experienced partner when it comes to reinforcement of concrete, wire products, production equipment and knowhow.

The cooperation within our network of companies allows EVG to become aware of all major challenges inherent in the production and application of mesh and reinforcing products also from a machine operator’s point of view. Any knowledge gained this way is constantly introduced in our new projects.

The most important foundations of our success are close cooperation with our customers based on partnership, highly-qualified staff and ongoing innovations.

- EVG as supplier of complete production lines
- AVI as producer of cold-rolled reinforcing steel, truss girders, spacer strips and reinforcing cages
- BSTG (joint venture with Gruppo Pittini) as producer of reinforcing steel sheets
- Steel and rolling mill MARIENHÜTTE as producer of reinforcing steel
- H&S Zauntechnik as supplier of industrial and fencing mesh as well as complete fencing systems
Subject to modifications.
The figures shown are of exemplary nature and do not allow drawing any conclusions on the configuration of the line acquired by the buyer.