



YOUR MACHINES, OUR CARE



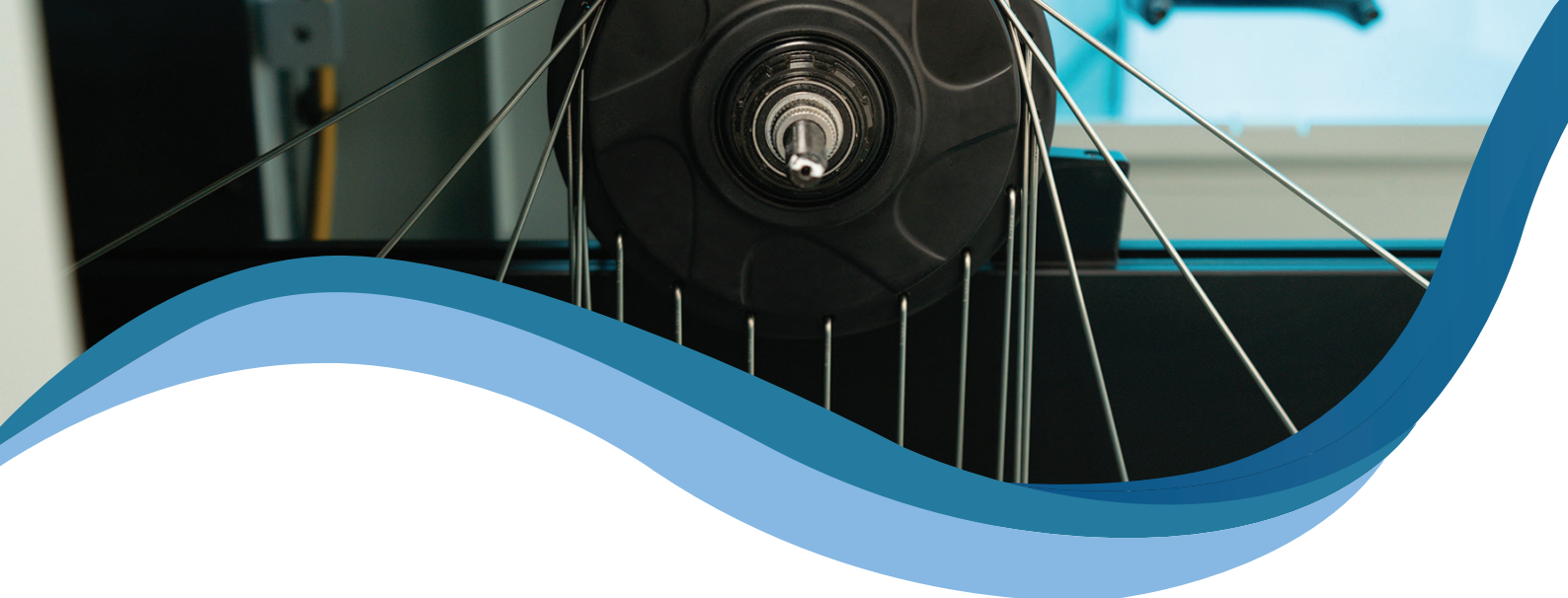
Premium Service

WE KEEP YOUR PRODUCTION RUNNING

WWW.HOLLANDMECHANICS.COM



BUILD BETTER BIKES



YOUR WHEEL BUILDING & BIKE ASSEMBLY PARTNER

Holland Mechanics is ready for you. The skilled team of service engineers is able to provide you with a wide range of services, including remote support, fast on-site repairs, training, and consultancy. Whatever your needs are, Holland Mechanics is there to help and get the most out of your equipment.

Holland Mechanics likes to be your trusted partner for all your bike-assembly needs, be it spareparts, consumables or maintenance.



Your partner in manufacturing



Always fast on location because of worldwide presence



We provide remote service and service on location

WHAT CAN WE DO FOR YOU



Preventive Maintenance and Service contracts



Wear & tear parts and spare parts



Q products / Consumables



HM Academy machine and wheel training

OUR GOAL

PREMIUM SERVICE

Holland Mechanics is committed to deliver exceptional service to help our customers build better bikes. Our team of expert service engineers is dedicated to maintain high service standards and stay up-to-date with the latest state of knowledge.

We invest significant time and resources to train our service engineers to stay up-to-date with the latest machinery and help our customers at any given time.



SLA PACKAGES

Holland Mechanics provides excellent service to all our customers. For each customer's unique needs we present three **service level agreement (SLA's)** packages with added benefits like extended warranties, service discounts, fixed maintenance yearly etc.

BASIC

Benefits

ADVANCED

Benefits

PREMIUM

Benefits

For the full benefits of the SLA packages visit our website and find our detailed SLA table



MAINTENANCE & TROUBLESHOOT KIT PARTS

Our new standardized Service Kits are designed to optimize machine maintenance and troubleshooting while boosting your team's self-sufficiency. The kits cover everything from routine annual upkeep (Maintenance Kit A) to major service needs every 3–5 years (Maintenance Kit B). For unexpected issues, Troubleshoot Kit A includes essential cables and minor electronics, while Troubleshoot Kit B provides a full set of critical, replaceable components. We strongly recommend combining all kits to create a Complete Machine Safety Stock. This ensures you have vital parts on hand—minimizing downtime and avoiding delays in case replacement parts are temporarily out of stock or difficult to ship quickly, particularly in remote or international locations.

MAINTENANCE KIT A

MAINTENANCE KIT B

TROUBLESHOOT KIT A

TROUBLESHOOT KIT B



SAFETY STOCK - BE PREPARED

- **Maintenance Kit A:** Annual wear-and-tear parts (small maintenance)
- **Maintenance Kit B:** 3–5 year maintenance kit (big maintenance)
- **Troubleshoot Kit A:** Cables, minor electronics and pneumatics
- **Troubleshoot Kit B:** Full set of critical replaceable electronics/components

How to Order Your Service Kits

Service Kits can be easily requested through our Service Department and are also recommended as an add-on during scheduled maintenance visits.

or mail parts@hollandmechanics.com to request a service kit.

CONTACT US!

+31 (0)299 456 200

 service@hollandmechanics.com

MACHINE TRAINING & CONSULTANCY

HM ACADEMY

We offer hands-on training through our HM Academy. Your team will learn how to operate and maintain our machines. We also provide consultancy as how to improve production quality, choose the right materials, and work more efficiently to meet all your production goals and reach the perfect wheel / bicycle.



Training on site or at Holland Mechanics

Q PRODUCTS

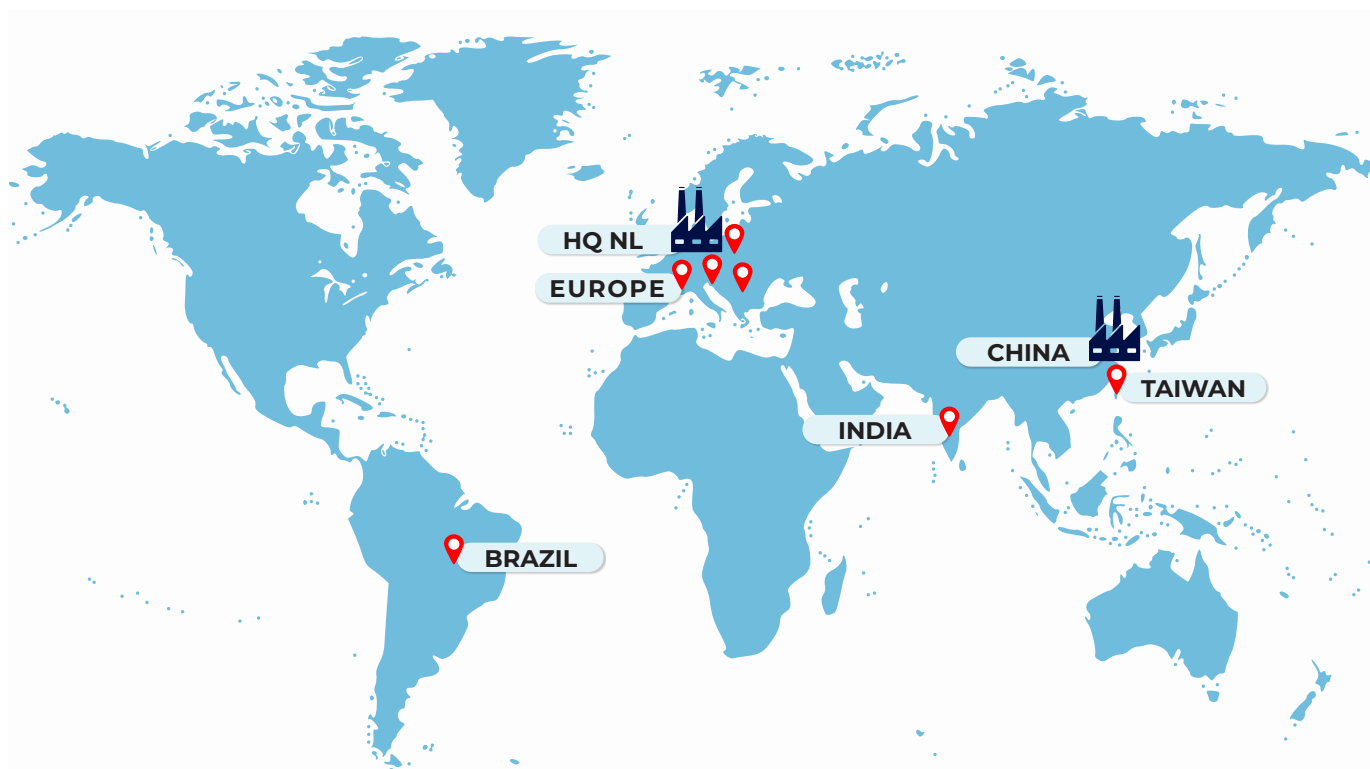


Meet Our Q-Products, the Quality Consumables for Smooth Production. A selection of high-quality consumables designed to keep your bicycle production running smoothly. Available through our webshop, these products include essentials like Wheel Tape, Washers, Q-Lock (our special wheel-building glue), and many other items that support consistent, high-quality output. Stock up easily and keep your production moving without interruption.

**Contact us for a
personalized offer**



WORLDWIDE SERVICE PRESENCE



Wherever You Are, We're There – Worldwide Service and Support

Holland Mechanics has machines and customers all over the globe. We strive to give perfect service to each of our customers. Therefore we are physically present in multiple places all over the world, so we can help you as fast as we can.

With two main offices, and strategically located customer service engineers around the world, our team is always close. Just give us a call or send a support ticket, and we will be there to help you keep producing.



CUSTOMER PORTAL & KNOWLEDGE BASE

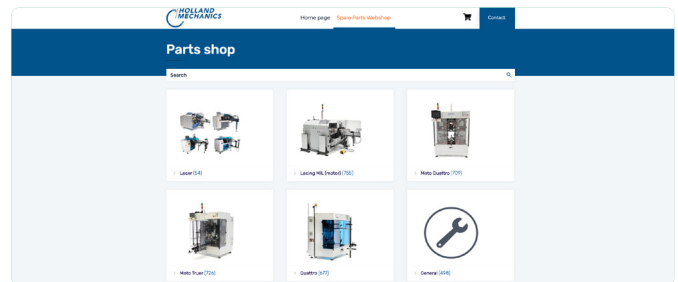
Holland Mechanics understands the value of your time and the importance of efficient service. That's why Holland Mechanics is thrilled to unveil our new Customer Portal, a user-friendly platform designed to elevate your support experience.

- Keep track of your open tickets
- View resolved issues
- Full visibility into the status of your requests
- Frequently asked questions & full knowledge base of our machines

*Visit our website for the customer portal

WEBSHOP

Keep your production line running smoothly with the Holland Mechanics Webshop, your go-to source for genuine spare parts, service kits, and emergency packs. With just a few clicks, you can order everything you need to stay one step ahead of downtime. Equip your team and give our mechanics exactly what they need to get you back up and running in no time. Fast. Easy. Reliable. Visit the webshop today, because smart maintenance starts here.



*Visit our webshop



Visit our customer portal





CONTACT US TODAY



service@hollandmechanics.com



www.hollandmechanics.com

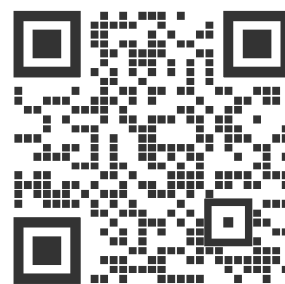


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CONTACT DATA



SCAN ME

