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PRESS RELEASE

CUSTOMERS CAN COUNT ON BALDWIN SERVICE TO ENSURE OPTIMAL PRODUCTIVITY

Baldwin's Service Solutions are available across all global market segments.

Baldwin systems are developed and constructed to provide the highest levels of operational reliability with the lowest maintenance requirements. However, all moving machinery requires some maintenance, and the company's Service Solutions is a comprehensive programme that results in efficient product performance and quality standards, and is guaranteed for the full life of the equipment. Baldwin has created a globally effective service infrastructure, with its own support bases across all major print markets.

Service is more than just emergency cover for customers. Baldwin operates a permanent 24-hour hotline and will organise a contact to be with the customer on-site as soon as possible anywhere in the world. Baldwin regards service as being as important as any other item within its portfolio. It is equally applicable across sheet-fed, commercial web, newspaper and semi commercial markets. Missed or unprofessional maintenance work, the incorrect fitting of replacement parts or the use of chemicals etc can too often lead to press downtime, or even damage. In addition, unsatisfactory maintenance can lead to premature wear plus an unnecessary waste of materials and energy, leading to greater environmental impact and costs.

Custom Service Solutions

Baldwin provides customized packages of preventive maintenance for hardware and software. Service Solutions offers printing companies the assurance that the best approach will be taken to achieve smooth operation, maximum productivity and the most economic running of their Baldwin systems. For example, Baldwin offers the following plant checks, which will be carried out in accordance with the customer's existing maintenance arrangements:

- Check of efficiency, condition and functionality of Baldwin systems, with a report on the findings and recommendations for any specific maintenance measures required.
- Regular maintenance work by a Baldwin service team to ensure optimum efficiency of the systems.
- Baldwin will conduct inspections, where worn parts are replaced to ensure optimal performance. During this type of work, the latest solutions to technical problems can be examined, with product specialists called in from relevant Baldwin centers of excellence if needed.

Baldwin offers a global customer-focused service for the delivery and replacement of parts. Parts and components required on a regular basis are stored at decentralized depots for instant availability, while items required less often can be obtained within a very short time. The Baldwin Service Solutions portfolio also includes customized product and application training. In addition to intensive training after the installation of a new Baldwin system, the manufacturer offers individual on-site training for new employees or for system upgrades. This training enables users to achieve optimal results from Baldwin systems in terms of quality and performance.

Baldwin provides an enhancement and upgrade service for existing blanket wash equipment, along with programmable customization to optimize consumption of consumables and cleaning results. This service includes the FID calibration of the hot-air dryers required with heatset web offset presses. Nobody knows the reliability of Baldwin products and the solid installation conditions better than Baldwin's own service specialists. For this reason, the company includes upgrade consultancy, cost-effective system optimization and needs-based, after-sales support within the Service Solutions proposition.

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EDITOR'S NOTES

About Baldwin

Baldwin Technology Company, Inc. is a leading international manufacturer of press accessory ancontrols for the commercial and newspaper printing industries. Baldwin supplies market-leading automated cleaning; dampening and temperature control; drying and curing, and web accessory technologies, products and systems.

With headquarters in Shelton, Connecticut, USA, Baldwin has operations strategically located in the major print markets and distributes its products via a global sales and service infrastructure. Baldwin was established in 1918. Since 1987, Baldwin Technology Company, Inc. has been listed on the American Stock Exchange.

For further information, visit the Baldwin website at: www.baldwintech.com

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