

## **PROCUREMENT OF SPARES AND SERVICES FROM UNAUTHORIZED AGENCIES**

It has come to our notice that some unauthorized agencies are offering spares and/ or service for AUMA Group products to end-users. It is clarified through this note that AUMA India is one of the Global Service Hubs of AUMA Group and responsible for offering Service support in Indian sub-continent. AUMA India as a policy does not authorize any external agency to offer service support on AUMA Group products in view of competency and product liability issues and all such services are coordinated by AUMA India directly. In case of availing the services of external agencies, AUMA India would not be able to offer any future support on the products handled by unauthorized third parties. However, routine maintenance activities carried out by the end-users or their representatives is very much acceptable.

AUMA India sells the spares of AUMA Group products either directly or through the authorized dealers. AUMA India products contain some standard catalogue parts such as fasteners, connectors etc, but majority of items are manufactured according to AUMA design and drawings. It is extremely important that spurious and sub-standard parts are **not** used in repair and overhauling of AUMA Group products to ensure desired performance in critical operations controlled by AUMA products. While end-users can buy standard catalogues parts of other manufacturers directly from authorized sources, all special parts as per AUMA design have to be necessarily procured from AUMA dealers or directly from AUMA. AUMA Service Engineers are instructed no to carry out any service using spares procured from unauthorized agencies.