

## Welcome to Glunz & Jensen

We are pleased to welcome you and we look forward to a mutually successful, strong and long-lasting relationship with Glunz & Jensen.

We'd like to give you an introduction to the most important functions of our business and hope you will spend the time reading this quick guide.

You will get an introduction to our Order Handling, Technical Support, Website and General Conditions together with information about contact persons and our expectations to you as a customer.

Our main purpose for this guide is to get you started quickly and make it possible for you to get access to all the information you need to hopefully give you a good start.

Best regards,

*Jesper Eslau Larsen*  
Customer Support Manager

GLUNZ & JENSEN 

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## How to place orders with Glunz & Jensen

When you are ready to place orders, we would like you to contact your usual order department or sales representative who takes care of our customers all over the world.

When you place an order we need to know the part number of the Equipment, Spare Part(s) and/or Consumable(s) you plan to order.

Part numbers for Equipment can be found in your Dealer Price List.

For Spare Parts you can find part numbers in the relevant Service or Spare Parts Manuals.

For Consumables you can find part numbers in the relevant iCtP Plate Price Lists respectively Dealer Price List.

## Technical Support

For Technical Support we would appreciate that you contact us directly by e-mail or phone, or use the web form on the Glunz & Jensen web page to explain product issues. We will then contact you as soon as possible.

**E-mail:** [customersupport@glunz-jensen.com](mailto:customersupport@glunz-jensen.com)

**Phone:** +45 5768 8100 (Ringsted, DK)

**Phone:** +1 267 405 4000 (Quakertown, PA, US)

**Phone:** +86 156 0183 3800 (Shanghai, China)

**Phone:** +852 9230 2919 (Hong Kong, China)

### **Technical Support Department offers services such as:**

- CallCenter support
- Preventive Maintenance Kits
- Up-time Kits
- Technical Training Seminars

### **In addition our website (SUPPORT) offers services such as:**

- Access to Product Manuals
  - Pre-installation Manuals
  - Installation Manuals
  - User Manuals
  - Service- and Spare Parts Manuals
- Access to Equipment Software
- Access to Customer Support Notes
- Warranty Claims handling

We are offering Technical Training Seminars where you will achieve/increase technical skills and product knowledge which qualifies you to deliver first class and professional service. We provide seminars at our facilities in Denmark, Italy, Slovakia and USA. All seminars will be conducted in English.

For further information please contact Customer Support or go to our website at

<http://www.glunz-jensen.com/support>

## Operational Service

We are now able to offer you operational service, via our local offices in Denmark, UK, and USA.

Our local offices provide professional on-site service in the field using factory trained Field Technicians with highly skilled knowledge and high level of service.

### **We are specialised within prepress equipment covering**

- Flexo equipment
- Offset plate processing and ancillary equipment
- CtP systems.

### **We are providing various services such as:**

- Removal of old equipment
- Installation
- Maintenance Agreements
- Total Service Agreements
- 24/7 Hotline Support
- Emergency On-site Support
- We only install original Spare Parts

Contact us via [customersupport@glunz-jensen.com](mailto:customersupport@glunz-jensen.com)

## Spare Parts Supply

Glunz & Jensen holds a Spare Parts stock of more than 5,000 Spare Parts IDs.

Glunz & Jensen keeps Spare Parts stock on two physical locations:

- Ringsted, Denmark
  - Covering more than 95 % of critical Spare Parts requirements.
- Quakertown, PA, USA
  - Covering up to 95 % of critical Spare Parts requirements.

Glunz & Jensen is expediting and shipping Spare Parts approximately 250 days per year and has a delivery performance of more than 95 %.

Spare Parts orders received before PM 01:00 will be expedited and shipped on the same working day.

Spare Parts orders received after PM 01:00 will be expedited and shipped on the next working day.

Glunz & Jensen guarantees Spare Parts availability of at least seven (7) years after any product has been discontinued.

## Introduction to [www.glunz-jensen.com](http://www.glunz-jensen.com)

As a Glunz & Jensen customer we advise you to join our website by creating a partner login. This will then give you access to all relevant information for your specific equipment.

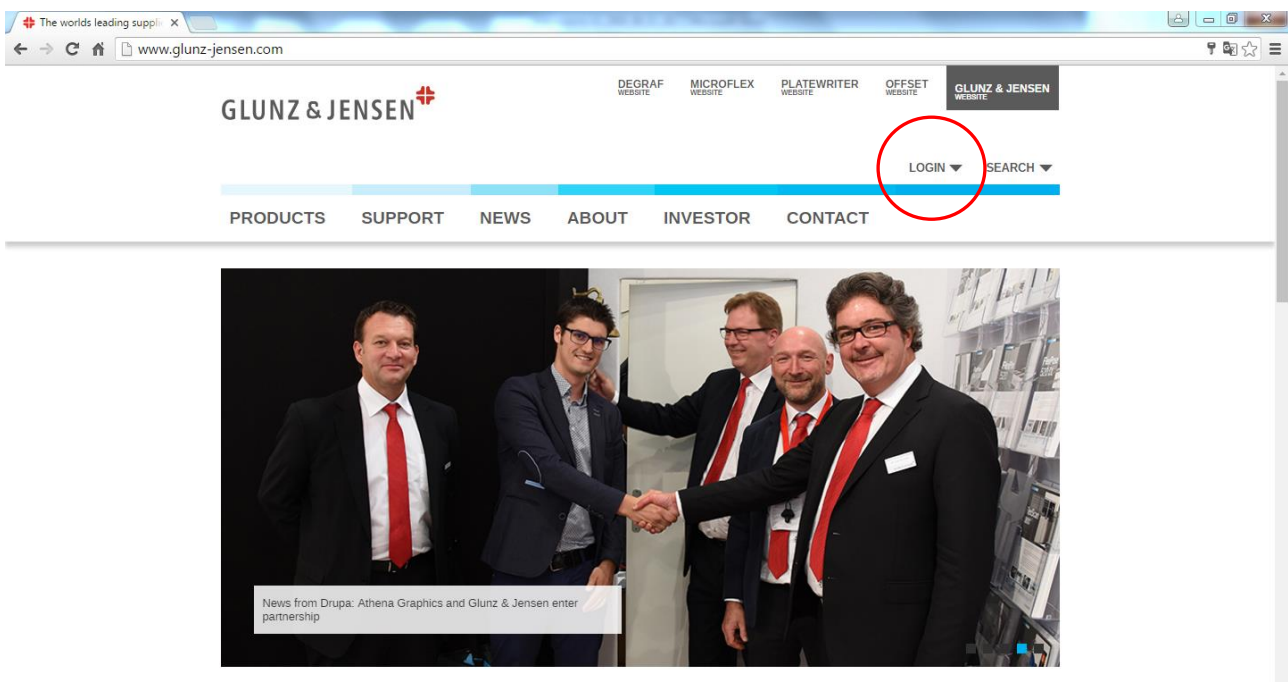
### How to create a Glunz & Jensen login:

1. Enter [www.glunz-jensen.com](http://www.glunz-jensen.com)
2. Click “Login”
3. Click “Create a new account” and follow the instructions
4. Await our approval by return e-mail

When we have approved the e-mail address, your login will be fully functioning and you will then be able to find information on product specifications and features, available accessories and maintenance kits.

You can download brochures, pictures, software and manuals for your equipment. So if you need the manuals for the equipment either for pre-installation, installation, user manual, service or maintenance you will also be able to download these from the website.

Among other things you will of course also be able to find all information regarding our business, products and contact points.



## General Conditions & Key Points

Warranty, Payment Terms, Spare Parts Discount

### Warranty period of Equipment and Spare Parts

Glunz & Jensen warrants that equipment and spare parts are delivered free from defects in materials and workmanship and will – unless otherwise agreed in writing – perform in accordance with the specifications under normal operating conditions for a period of twelve (12) months from the date of invoice.

### Warranty claim procedure (CNC system)

#### ***Step 1: Help your customer to get up running again immediately***

If a technical issue has arisen in the field during your warranty period, you should as first line responsible towards your customer, immediately identify the cause of the problem. If required – replace defective part(s) in order to eliminate/minimise down-time at your customer's site.

Critical spare parts should ideally be available from your spare parts stock; alternatively such spare parts should be rush-ordered from Glunz & Jensen (on a valid purchase order which will be invoiced at normal spare parts prices).

#### ***Step 2: Contact Glunz & Jensen***

Once your customer is up running again, the matter is between you and Glunz & Jensen to sort out. If Glunz & Jensen accepts the case as a warranty case we will issue credit note accordingly or alternatively supply replacement spare parts, free of charge.

If you wish to raise a warranty claim, please go to our website to fill out a Complaint Form or write to: **customersupport@glunz-jensen.com**.

### Payment Terms

Unless otherwise agreed in writing, NET CASH 30 days from date of invoice. Payment shall be made in the currency as stated in the invoice.

### Spare Parts Discount

Your spare parts discount will typically reflect the amount of business you are doing with Glunz & Jensen and will be reviewed once a year.

You will receive the complete General Conditions along with your order.



## Expectations

### *We expect from you*

- Required technical competencies to install, operate, maintain and service our equipment. This means having passed one or more of the Technical Training Seminars held by Glunz & Jensen.
- English communication with our different departments
- Adequate application background
- Sufficient stock of recommended and critical spare parts
- Sufficient stock of consumables
- Compliance with our guidelines on how to treat our Equipment, Spare Parts and Consumables as we recommend in our documentation.

### *You can expect from us*

- High Quality
  - Out Of the Box
  - Technical Support
  - Operational Support
  - Equipment
  - Original Spare Parts
  - Consumables
- High Delivery Performance
- High Level of Technical Support from Customer Support

*... not to mention a strong, long-lasting partnership!*

## We are your day-to-day friends at Glunz & Jensen

### Equipment Orders



**Lene Sonne**  
Sales Coordinator, Equipment  
[les@glunz-jensen.com](mailto:les@glunz-jensen.com)



**Ulla Christensen**  
Sales Coordinator, Equipment  
[uch@glunz-jensen.com](mailto:uch@glunz-jensen.com)



**Monica Murtinu**  
Sales Coordinator, Equipment & Spare Parts  
[mom@glunz-jensen.com](mailto:mom@glunz-jensen.com)



**Lucy Apthorp**  
Sales Coordinator, Equipment & Spare Parts  
[lua@glunz-jensen.com](mailto:lua@glunz-jensen.com)



**Kate R. Shimpeno**  
Sales Coordinator, Equipment & Spare Parts  
[krs@glunz-jensen.com](mailto:krs@glunz-jensen.com)

### Spare Parts- and Consumables Orders



**Per Hansen**  
Sales Coordinator, Spare Parts  
[pha@glunz-jensen.com](mailto:pha@glunz-jensen.com)



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Sales Coordinator, Equipment & Spare Parts  
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## We are your day-to-day friends at Glunz & Jensen

### Technical Support

- |   |   |   |
|---|---|---|
|    |    | <b>Jesper Eslau Larsen</b><br>International Customer Support Manager<br><a href="mailto:iel@glunz-jensen.com">iel@glunz-jensen.com</a>      |
|    |    | <b>Christian Roediger</b><br>Customer Support Coordinator, CallCenter<br><a href="mailto:chr@glunz-jensen.com">chr@glunz-jensen.com</a>     |
|    |    | <b>Kjeld Johnsson</b><br>Senior Product Specialist, Offset Plate Processors<br><a href="mailto:kj@glunz-jensen.com">kj@glunz-jensen.com</a> |
|    |    | <b>Søren Andersen</b><br>Product Specialist, iCtP<br><a href="mailto:san@glunz-jensen.com">san@glunz-jensen.com</a>                         |
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|  |  | <b>Frank T. Newman</b><br>General Manager<br><a href="mailto:ftn@glunz-jensen.com">ftn@glunz-jensen.com</a>                                 |
|  |  | <b>Les Burman</b><br>Senior Product Specialist, Offset Plate Processors<br><a href="mailto:lsb@glunz-jensen.com">lsb@glunz-jensen.com</a>   |
|  |  | <b>Andrew D. Stubbs</b><br>Senior Product Specialist, Flexo<br><a href="mailto:ads@glunz-jensen.com">ads@glunz-jensen.com</a>               |
|  |  | <b>Liang Zhao</b><br>Field Technician<br><a href="mailto:lzh@glunz-jensen.com">lzh@glunz-jensen.com</a>                                     |



## Thank you for your attention!

*We appreciate the time you have spent reading this Quick Guide, and we hope it has given you some insight into our daily business.*

*We look forward to our future partnership!*



Please visit us at [www.glunz-jensen.com](http://www.glunz-jensen.com)

