

**SUSTAIN.
MAINTAIN.
ACHIEVE.**

**After Sales Services
by DIMOS for your
Material Handling Systems**



DIMOS

24/7 SUPPORT – READY WHEN YOU NEED US



**MAINTENANCE
SERVICES**



**SPARE PARTS AND
ACCESSORIES**



HOTLINE SERVICE



TRAININGS

DIMOS ALWAYS AT YOUR **SERVICE**

**You need help with your
material handling system?**

We are your reliable service partner.



Whether a concern, malfunction, breakdown, upgrade or modification – we've got you covered.

Our well trained and qualified DIMOS team ensures that your equipment and system operates at peak performance, minimizing risk of breakdown and maximizing uptime.



**SERVICE
HOTLINE**

**+971 4
2146723**

Our services at a glance

- AMC Agreements
- Inspections and Diagnostics
- Preventive Maintenance
- Repairs
- System Upgrades
- System Modifications and Expansions
- Technology Upgrades and Updates
- Spare Parts Service
- Inventory Management
- System Operation
- Individual Customer Trainings
- Telephone Hotline Service
- Warehouse Management System Integrations
- PLC Integrations & Maintenance



Annual Maintenance Contracts (AMC)

**Choose Reliability, Choose Excellence,
Choose Success**

Our Annual Maintenance Services ensure uninterrupted operations, minimize downtime, and boost longevity of your equipment with our customized maintenance schedules. Our AMC services guarantee priority support, skilled technicians, and peace of mind, allowing you to focus on your core business while we take care of your material handling systems.

With expertise across all disciplines – mechanical, electrical, IT, and PLC – we deliver a holistic solution for your maintenance needs. As part of our commitment, all work is meticulously documented, and detailed reports are provided, offering transparency and insights into your equipment's performance.



BENEFITS OF AN AMC

- Increased Equipment Reliability
- Extended Equipment Lifespan
- Minimized Downtime
- Guaranteed Access to Maintenance Support at any time
- Cost Saving compared to emergency repairs
- Safety Assurance
- Customized Service Plans
- Predictable Budgeting
- Documentation and Reporting
- Peace of Mind to focus on core competencies



EQUIPMENT WE MAINTAIN

■ Warehousing systems, incl.

- Conveyor
- Monorail Systems
- Stacker cranes
- Shuttles
- AGVs
- Goods Lifts
- Dock leveler

■ Control Systems & PLCs

■ Forklifts

■ Weighing scales

■ Air Cargo systems, incl.

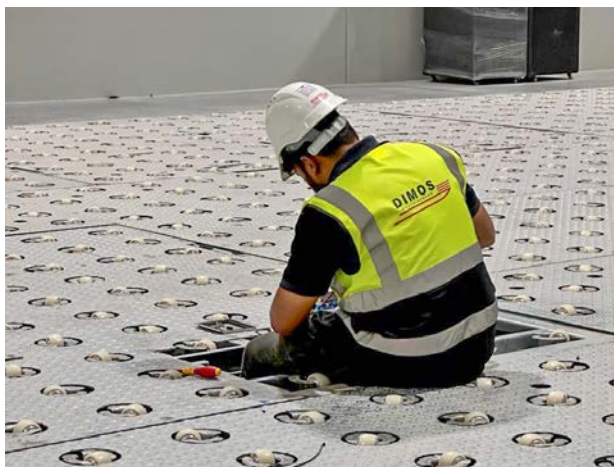
- ETVs
- Scissor Lifts
- Truck Docks
- Elevating Workstations
- Castor decks

■ ...and many more

System Upgrades and Modifications

Modify or expand your existing material handling systems with the help of our expertise services. Whether it's enhancing efficiency, integrating the latest technologies, expanding capacities, increasing throughput or adapting to evolving industry standards, we specialize in tailoring solutions to meet your specific needs.

Our skilled team of experts is dedicated to optimizing your systems: From electro-mechanical enhancements to advanced IT and PLC integrations, we offer a comprehensive suite of services aimed at elevating the performance and longevity of your material handling infrastructure.



SPARE PARTS

Parts Excellence, Performance Assurance



Ensure uninterrupted performance of your system with our spare parts services. From critical components to key elements, we provide precision parts for maximum efficiency and prolonged equipment life.

We carry out inspections and diagnostics to identify essential components that require replacement. Our skilled service team will handle the replacement and installation for you to ensure smooth operations.

Order directly at DIMOS

**ORIGINAL
SPARES
AND
ACCESSORIES.**



Contact us
directly!



OUR TRAININGS

**Our personalized trainings
will unlock the full potential
of your equipment.**



Our training programs extend beyond basic operations, focusing on safety and preventive measures to avoid malfunctions and misuse, aiming at optimal system performance.

- Our 'Operator Training' will guide operators on maximizing efficiency while preventing potential issues.
- Our 'Train the Trainer' sessions, empower your team to pass on knowledge effectively.
- Our 'Management Training' programs provide key insights, enabling a clear understanding of detailed reports, enhancing decision-making processes.

Our tailored training solutions are designed to elevate your entire operation.



CUSTOMERS WHO **TRUST** US

- Dubai Airports, Dubai
- Dubai Flower Center, Dubai
- Emirates Flight Catering, Dubai
- EK Sky Cargo, Dubai
- dnata, Dubai
- FedEx, Dubai
- Integrated National Logistics, Dubai
- Qatar Airways Cargo, Doha
- Dube, South Africa
- SIG Combibloc, Riyadh
- AFS, Nairobi
- Mitchell Cotts, Nairobi
- Ethiopian Airlines, Addis Ababa



We are here for you –
with our service hotline

+971 4 2146723



DIMOS FZCO

Dubai Airport Free Zone,

Bldg. 6WA, Office 714

P.O. Box 83616, Dubai – UAE

info@dimos-me.com

www.dimos-maschinenbau.de/en/dimos-fzco