Comprehensive support

Regardless of what the requirements are - application technology experts develop solutions and provide support around the world in accordance with consistent standards for:

- Correct needle selection
- Process optimization
- Quality assurance
- Fault analysis
- Employee training
- Alternative joining methods

The various service packages for different requirements:

Basic service
- Problem analysis
- Basic analysis
- Analysis report with needle recommendation

Extended service
- Problem analysis
- Detailed photo documentation
- Statistically verified and documented test results
- Analysis report with recommended solution to the problem

Customer-specific service
- Problem analysis
- Analysis and methodology are agreed upon individually with the customer
- Detailed photo documentation
- Statistically verified and documented test results
- Analysis report with recommended solution to the problem
Groz-Beckert sets standards:

- Service centers are equipped with an extensive set of machines
- Good networking and communication among the service centers
- Service centers provide basis for further development of the products
- High quality consulting standard maintained through continuing education system
- High degree of synergy with all areas of textile surface development through linking with the Technology and Development Center (TEZ)

Location of the Groz-Beckert technical centers:

Groz-Beckert KG
Parkweg 2
72458 Albstadt, Germany

Phone: +49 7431 10-0
Fax: +49 7431 10-2777
contact-sewing@groz-beckert.com

Groz-Beckert Asia Pte. Ltd.
2nd Floor, Vatika Professional Point, Sector-66, Golf Course Extension Road
Gurgaon – 122 022, India

Phone: +91 124 4721800
Fax: +91 124 4721807
contact_gba@groz-beckert.com

Groz-Beckert Sales & Services Vietnam Co., Ltd.
A8 Tower Office Building, 1st Floor, 55 Truong Quoc Dung Street, Ward 10 Phu Nhuan District
Ho Chi Minh City, Vietnam

Phone: +84 2873055200
Fax: +84 2873055207
contact_gbvs@groz-beckert.com

PT Groz-Beckert Indonesia
Jl. Haji Hasan 26B
PO Box 7788 BSDP 40122
40132 Bandung, Indonesia

Phone: +62 22 2534499
Fax: +62 22 2534529
contact_gbid@groz-beckert.com

Groz-Beckert Trading (Shenzhen) Co., Ltd.
Room 410, 4/F, Aidi Building
5003 Binhe Road,
Futian Shenzhen, China

Phone: +86 755 8355 2525
Fax: +86 755 8355 2573
kevin.zhang@groz-beckert.com

Groz-Beckert Trading
(Shenzhen) Co., Ltd.
Room 410, 4/F, Aidi Building
5003 Binhe Road,
Futian Shenzhen, China

Phone: +86 755 8355 2525
Fax: +86 755 8355 2573
kevin.zhang@groz-beckert.com

Groz-Beckert Turkey
Gen. Ali Riza Gürçan Caddesi,
Alparslan İş Merkezi, No: 29/01
34169, Merter-Istanbul, Turkey

Phone: +90 212 924 6812
Fax: +90 212 924 6888
cem.gulcan@groz-beckert.com

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