



BE ORIGINAL
IT PAYS BACK!

ORIGINAL SPARE PARTS & REAL TIME SERVICE

ANYTIME, ANYWHERE

itema

After-Sales Service—The Itema Way



Devoted to Customers

The highest quality of service and spare parts for your equipment

Our Customer Experience Manifesto

In today's fast-paced world, every second counts and standing still is not an option. That's why Itema's commitment to Customer Care is without comparison. From the first discussions where you are considering investment in new machinery and with each step thereafter, Itema is there for you. With cutting edge machine performance, with Technical Resources to guide you and with quality OEM Spare Parts to support your operation—Itema is your full service solution.

We carefully evaluate your weaving requirements and together work to configure the best fit for use specifications for the most effective solution. In accordance with the best lean practices, we manufacture your equipment in our world-class production facilities which yield the shortest lead time in the market. But this is only the beginning of our journey together—Itema is by your side for the long haul.

Whether you need training, repairs, upgrade kits or replacement parts, Itema's Customer Care Specialists are at your disposal. From the beginning and no matter what direction you take—you can trust Itema is here to support you.



Top-Performance OEM Spare Parts, Available Online

Be Original

You invested in the latest and most innovative weaving machine on the market. You are producing some of the most imaginative and complex fabrics your design teams are busy creating and your customers are busy ordering. Unexpectedly, a part breaks and you want the fastest and most reliable support to get your loom back up & running. IteMa Customer Care is just few clicks away through our on-line portal—myltema where you can order directly the parts that you need. You can also send an e-mail or give us a call to speak with a Customer Care Representative.

Protect your weaving machinery equipment and investment. Choose strictly original spare parts and get the most out of your weaving looms. Authentic parts are designed for a perfect fit and optimum performance. Thanks to our advanced, lean manufacturing capabilities, we can make-to-order quickly and efficiently using 100% latest-model, 5-axis CNC machinery deployed throughout our production sites. Stringent quality controls are carried out to check for any deviations or imperfections.

No matter how good an alternative may seem, it is, at best, reverse-engineered, but mostly approximated, fake, suboptimal, and most definitely not ideally matched with your weaving machine. Using original parts has proven to extend the lifetime and improve the performance of your machines.

**BE ORIGINAL
IT PAYS BACK!**



**IteMa Original
Highest Quality Spare Parts**



myltema

Our OEM online shop, **myltema**, is an intuitive web-based ordering system that provides a simple, easy-to-use tool for our Customers to browse through our parts catalog, create a shopping list of parts required, and order parts directly. This system also provides the option to receive quotations and availability indications prior to placing an order, as well as the ability to track the order progress and status online.

Large organizations can benefit from multiple user accounts in order to extend the benefits of myltema portal more widely. Up to five different accounts can be requested for the same counterparty, of which only one could be authorized to proceed to order. In this way, your weaving mill personnel and/or purchasing department can prepare the shopping basket ahead of time and only the designated person who is specifically authorized, can click to place the order.

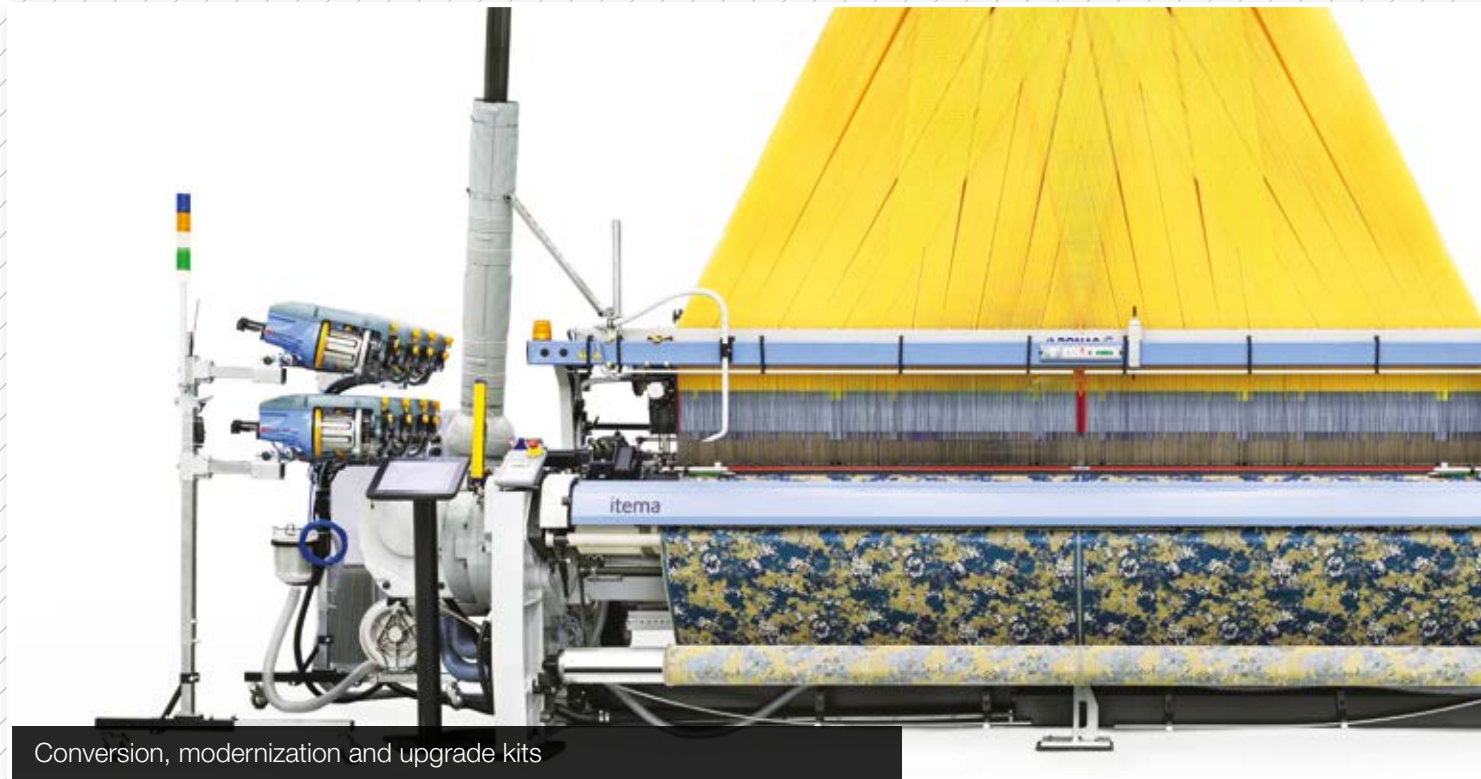
Ordering your genuine spare parts online could not be easier. Once you log in, access the **"Spare Parts Ordering"** section, choose **"Quotation"** or **"Order"**, and the category **"Itema Product"** for **SOMET – VAMATEX – ITEMA** branded rapier and airjet machines or **"Sulzer/Sultex Product"** for **SULZER – SULTEX** branded machines and **ITEMA** projectile looms Search in **myltema** by part code, add from the machine catalog available online or import from an Excel file or a saved wishlist.

Request your **myltema** account (at sparepartsservice@itemagroup.com) to discover for yourself the full functionality of our Customer portal.



Your online OEM parts shop

Latest Itema Innovations Now Available in Upgrade Kits



Conversion, modernization and upgrade kits

Boost Your Machine Performance



Upgrade & Conversion Kits

Itema offers a comprehensive portfolio of upgrade and conversion solutions aimed at bringing the latest Itema innovations straight to your weaving mill.

Boost your machine performance, restore or improve functionality or extend the lifetime of your equipment.

It is now possible to retrofit your existing weaving machinery, going back to the earliest models made by historic brands which now make up Itema, such as Sulzer/Sultex, Somet and Vamatex.

Whether you are looking to optimize machine performance, improve user-friendliness and ergonomics, reduce operating costs, or start producing new styles of fabrics, Itema has the right upgrade solution for you.

Browse through the Kits catalog now available in our **myitema** e-commerce shop or contact your Itema sales representative today to ask for more information.

- Cloth Take-up
- Let-off
- Selvage Formation
- Shed Formation
- Electronic
- Textile
- Weft Insertion & Beat-up



Repair Services

Our professional teams of experienced mechanical, electronic and electrical technicians provide a full range of comprehensive repair services to help get your weaving machines back into production and reduce downtime. All electronic, electrical and mechanical repair services are thoroughly tested to ensure quality and performance.

Convenient pickup of broken parts and delivery services of repaired items are available in select locations. Contact us to request more information.

Electronic Repair Services

Itema factory-trained technicians offer the full range of electronic and electrical repair services, including servo motor repairs and inverter drive repairs, printed electronic circuit boards and processor controls repairs, to name just a few. Specialized Itema **Electronic Repair Centers** offer high-quality, fast and efficient service in Italy, Switzerland, China, Japan, USA, and India, as well as at select agencies around the world and are fully equipped and experienced to address any electrical and electronic problems on all makes and models of Itema equipment.

Mechanical Repair Services

Our experienced repair technicians are also skilled in the field of mechanical repairs to bring life back to your weaving machines. From complete precision machine shop services to welding and fabrication, harness drive repairs, gearbox repairs, and more, we specialize in helping Customers with the full range of repair needs that weaving mills may require.





Itema technicians bring life back to your weaving machines

New Life For Your Looms

Closer to Customers

Closer to Customers

Itēma believes in geographic proximity to our Customers. That's why, in addition to the two main European production and automated distribution hubs in Italy and Switzerland, Itēma operates spare parts hubs and dedicated service stations also in China, USA, India, Japan, and relies on an extensive network of carefully selected agents and representatives in over 70 countries around the world.

Our spare parts logistics hubs handle a vast assortment of some **100,000 OEM product codes** going back to early-day loom makes and models in our weaving machine portfolio.

When you order your OEM replacement or upgrade parts—whether directly on **myitema** online portal, by contacting your Itēma sales or service representative, or by calling the Itēma agent in your country—your request is automatically forwarded to one of the closest Customer Care centers based on the model and make of your weaving machine being serviced and on the closest location that can dispatch your desired article, thus ensuring the fastest response and dispatch time possible and customer service in your language.



Your order, automatically processed

Anytime, Anywhere



Italy

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Contact information

For any inquiries related to spare part orders, upgrade & conversion kits, pricing, delivery and availability, contact our dedicated spare parts order desks near you as follows:

for **SOMET – VAMATEX – ITEMA** branded rapier and airjet machines inquiries
Phone +39 035 728 3000 – spareparts_it@itemagroup.com
Language spoken: English, Italian, Spanish, French, German, Chinese

for **SULZER – SULTEX** branded machines and **ITEMA** projectile looms inquiries
Phone +41 32 686 11 11 – sparepartsservice@itemagroup.com
Language spoken: English, French, German, Italian, Spanish

for all **ITEMA** loom models and inquiries in Chinese and English from mainland China
Phone +86 21 6774 2618 x152 – Li Yuh Hu – leo.hu@itemash.com
Phone +86 21 6774 2618 x306 – Judy Lu – judy@itemash.com

for all **ITEMA** loom models and inquiries from USA
Phone +1 864 598 5202 – Ms. Kim Smith – kim.smith@itema-americas.com

For rest of Itema locations, find contact details below:



Japan

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Legend symbols:



production



R&D



service



spare parts logistic hub



commercial

Get the **Most Out of Your Looms** with Training

Training

No matter how easy and intuitive the latest-generation weaving equipment from Itema, training remains a key element when it comes to getting the most out of your looms. This is why Itema strongly encourages Customers to take full advantage of our experienced trainers.

Your key weaving personnel can now benefit from one of our practical, dedicated training courses at one of our new, fully-functional and ergonomic ItemaCampus facilities (see locations below) or directly on-site at Customer Mills for maximum convenience.

ItemaCampus

Hands-on training for the latest generation Itema key product groups, and select discontinued models (upon request), currently takes place under the careful supervision of highly trained personnel—textile engineers and technologists—from across the Itema Group at various company locations around the world, including:

- Colzate, Italy
- Ibaraki, Japan
- Zuchwil, Switzerland
- Spartanburg, USA
- Shanghai, China
- Lahore, Pakistan
- Coimbatore, India

In addition, Itema offers professional training courses for operators and maintenance personnel directly at Customer Mills for maximum convenience and efficiency.



The **Itema** way
to approach **trainings**



Itema Training Portal

To enhance your Itema Customer Experience, a dedicated Training Portal is now available online from our website www.itemagroup.com/training.

It is now possible to view online the courses available and choose your desired training module, from basic to advanced, based on your weaving machine model and most convenient ItemaCampus location.

Courses currently available include:

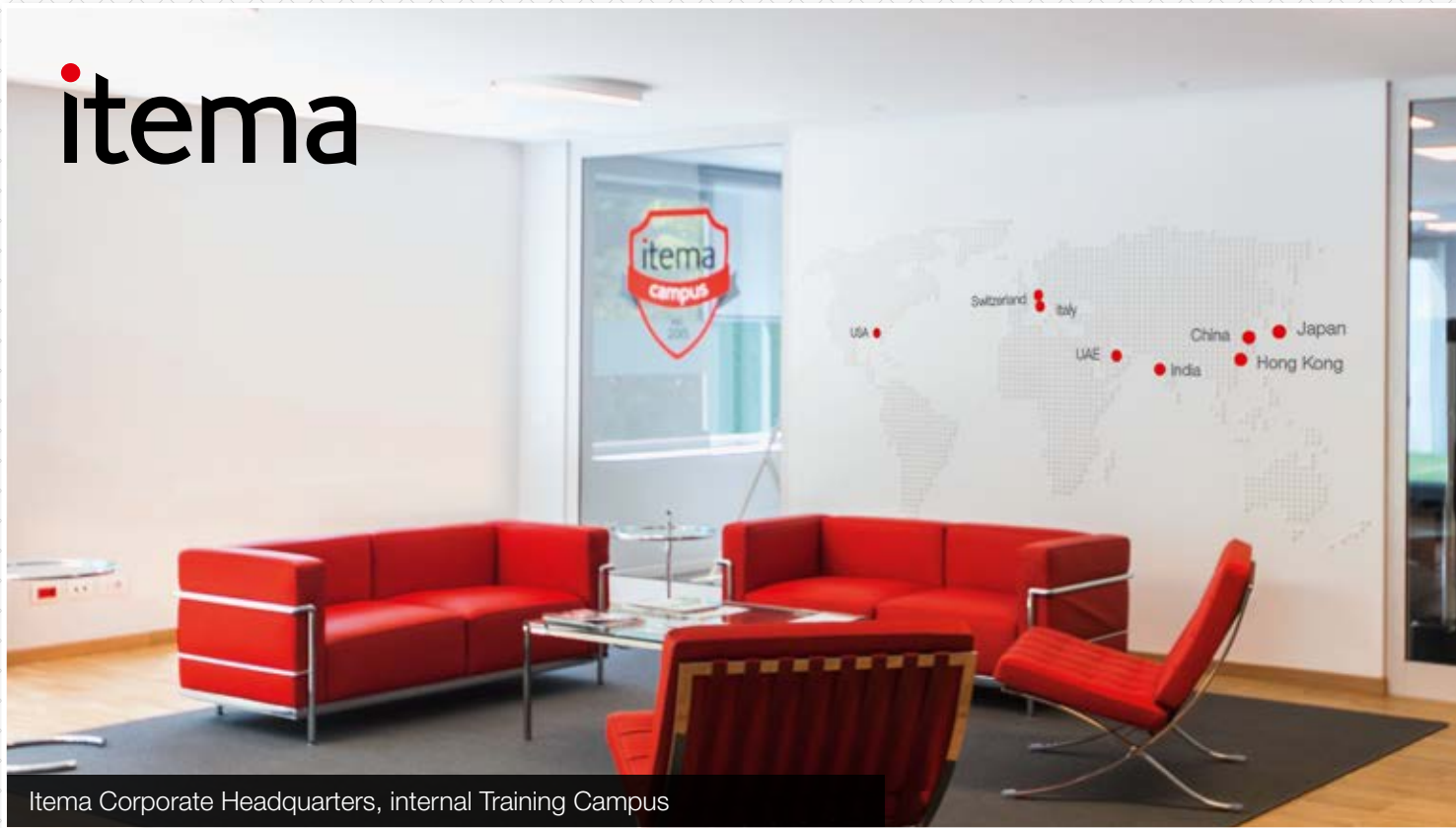
- General Machine Training
- User-Interface Training
- Electronic Platform Training
- Mechanical Training
- Textile Training

You can send your registration request directly from the Training Portal or request other training courses upon demand.

Itema Training Portal direct link:



**Visit the Itema Training
Portal today**



Itema Corporate Headquarters, internal Training Campus



Itema Worldwide

Itema is a leading global provider of advanced weaving solutions, including best-in-class weaving machines, spare parts and integrated services.

Our Company is the only manufacturer in the world to provide the top three weft insertion technologies: rapier, airjet and projectile, with an ample product portfolio and a commitment to continuous innovation and technological advancement of our weaving machines.

In addition to the core business of weaving machines, Itema is diversifying into the industrial segment and is now majority owner of Lamiflex, leading supplier of high-performance technical composite products and accessories to the textile machinery industry, and not only. This strategic partnership with Lamiflex enables Itema to leverage the consolidated know-how and over 40-year expertise in carbon fiber and other composite materials markets and to work together with Lamiflex on constantly improving the lifetime and performance of the best-in-class rapier tapes, sprocket wheels and other key components of our weaving machines.

For more information about Itema, to learn more about our weaving machines, to contact our sales or service representative in your country, or to order spare parts, please visit our website www.itemagroup.com.

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feel the future



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