

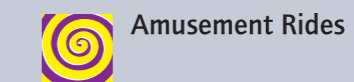
Service around the clock

Maurer Söhne has been setting development standards in the leisure-time industry with innovative and pioneering technology for decades now.

In addition to the great importance we place on technical aspects, intensive contact to you, our customers, has always played a key role for us.

This includes intensive support and consulting as well as a comprehensive service offer. Our service team is your competent partner for assembly and servicing, modification of existing facilities and maintenance of your machines.

We are there for you – wherever and whenever you need us. Thanks to our worldwide service network, our service is always available to you – 24 hours a day, 7 days a week.



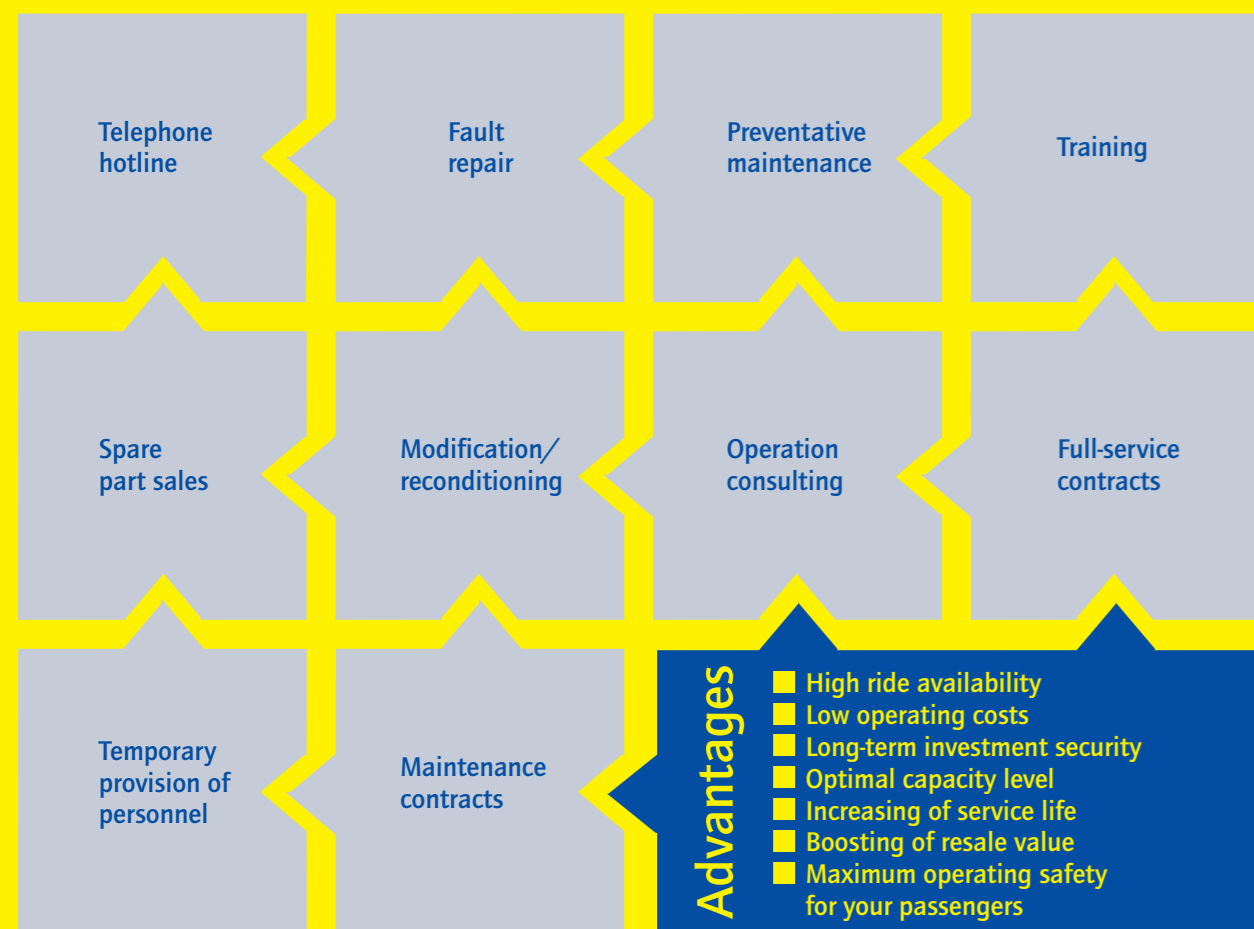
MAURER Lifecycle™-Management



Professional service management – customer-oriented, competent, fast and dependable

Your Success is Our Goal

Bundling of service packages



Our range of services at a glance

- Maurer Söhne experts provide you with competent support in every respect
- Maurer Söhne spare parts ensure your ride's ability to function
- Preventative service increases dependability of your ride
- Tele-service permits quick remote diagnosis of your ride
- Maurer Söhne Consulting provides sustainable optimisation of procedures and processes on site and helps to solve problems
- Training and instruction improve the qualifications of your staff

As a supplier of technically demanding amusement rides and highly sophisticated Xtended brand products, Maurer Söhne has extensive expertise when it comes to special wishes. Please contact the Maurer Söhne service team with all your questions and requests.

Free hotline number:
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+49/89/323 94-234

Service e-mail
service@mchn.maurer-soehne.de



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MAURER Xtended Rides

- Xtended Roller Coaster
- Xtended Spinning Coaster
- Xtended Power Tower
- Xtended Robo Tower
- Xtended Water Rides

MAURER family rides

- Wild Mouse
- Compact Spinning Coaster
- Indoor hall with roller coaster

MAURER thrill rides

- Custom-designed roller coaster

MAURER products

- Amusement rides
- Bridges
- Bridge accessories
- Parking systems
- Structural steelwork
- Steel chimneys

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MAURER SÖHNE
Innovations in steel



Since 1876



Commissioning – the countdown is on

Extensive tests and adaptations are performed prior to commissioning. Each individual operational parameter is checked and optimised. Ride-specific checklists are made available to you for the official approval inspection which may involve a third party such as TÜV. These lists are worked through point for point. We train and instruct your operating and maintenance staff according to your needs, either on site or at our factory.

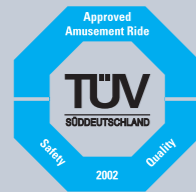


III. left
Process optimisation plays an important role during commissioning

III. right
Development of well-grounded expertise through instruction and ride-specific training of the customer's staff on site.

Final documentation is explained in detail and contains the current settings and measuring records for the respective ride parts, machine plans and spare parts lists, etc. In brief, a comprehensive source of information that leaves no stone unturned.

The mounting of information signs, and the delivery of a need-oriented basic spare part package including specialised tools rounds off the initial phase for your ride and ensures safe operation right from the start.

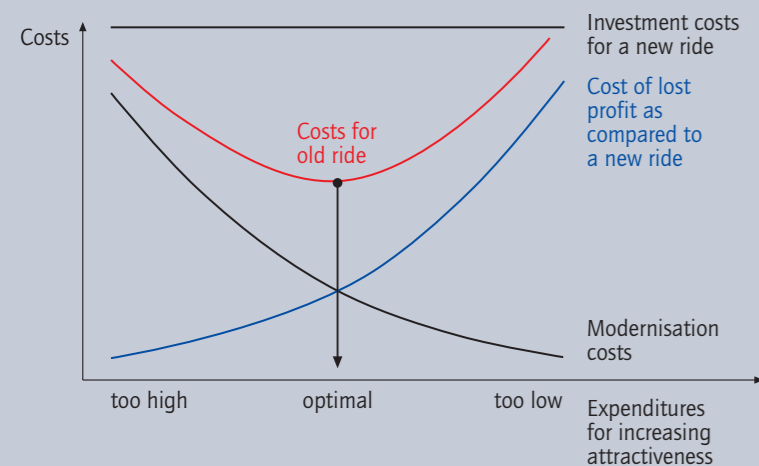


System optimisation and upgrading – extending the service life of your ride

A modified car design or our newly developed mechanical special effects are perfect for turning your existing ride into a whole new park attraction at comparatively low cost. Your experience in roller coaster operation, continuous teamwork with us and intense coordination with our development department form the basis for a wide variety of solutions with optimised cost/benefit ratios that increase the ride's appeal and service life. Our suggestions are based on detailed expert opinions on

value, tests for economic efficiency and market analyses. Our services encompass everything from conception of facilities to performance of complex work with minimal downtime. If you choose to have the ride removed, we use our knowledge of the market to help you find a customer for your used ride, and can offer a corresponding manufacturer's warranty after being commissioned to recondition the ride. We thus improve sales prospects for the ride and increase its resale value. As the final station in the ride's lifecycle, we also naturally handle its decommissioning and disposal.

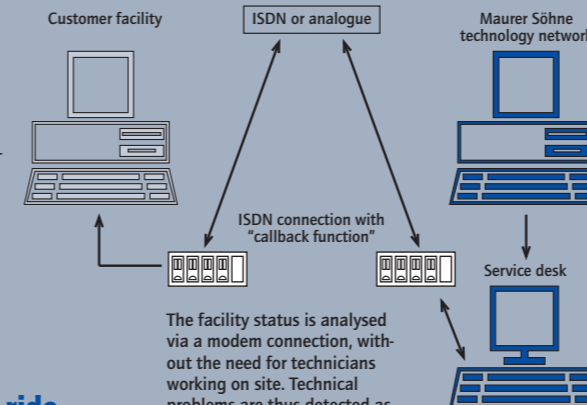
Cost relationships for modernisation of old facilities



Spare parts and repairs – quick and customised

Our top priority is ensuring a supply of replacement parts for your ride. Optimum availability of wearing parts, an extensive spare part warehouse, express service for manufacturing parts and a quality assurance system for supplier parts form the basis for Maurer Söhne's efficient spare part service. Our competent service specialists are available to help you determine whether your specific ride requires spare parts and to help clarify all additional questions relevant to operation – 24 hours a day, 7 days a week on our service hotline.

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The facility status is analysed via a modem connection, without the need for technicians working on site. Technical problems are thus detected as rapidly as possible, you the customer are empowered to solve problems on your own, or a Maurer Söhne expert will be dispatched to assist you.

Operation of the ride

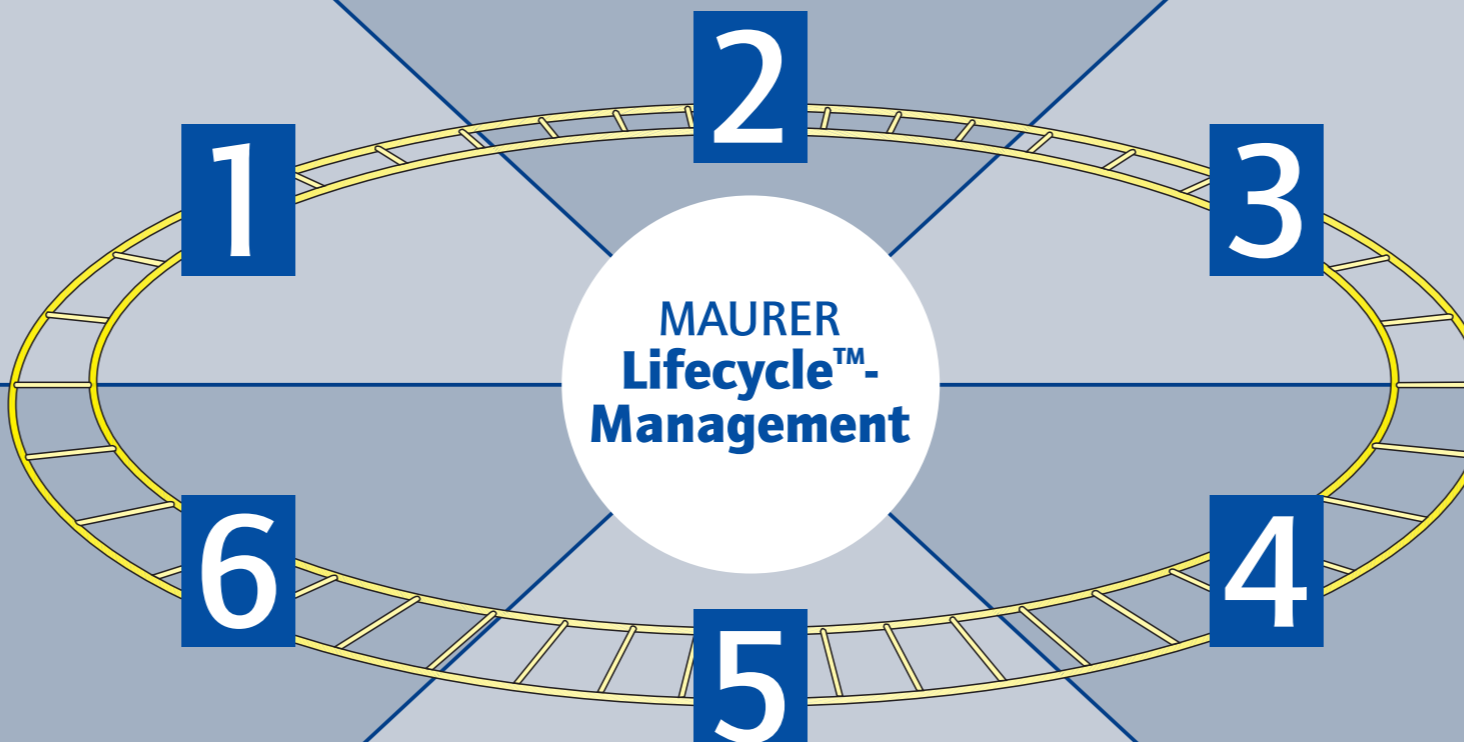
- Large spare part warehouse
- Fast spare part delivery
- Economical spare part shipping
- 24-hour hotline
- On-site service
- Repairs
- Modem connection
- Consulting and optimisation
- Complaint management

Purchase of a new ride

- TÜV approval
- Approval plan
- Initial spare part package
- Training
- Documentation
- Special tools
- Information signs

Modernisation/sale

- New design
- Further development
- Modifications
- Increasing of attractiveness
- Expert opinions on value
- Test for economic efficiency
- Market research/study
- Disassembly
- Disposal
- Sale of used machines



Quality management

- Maintenance contracts
- Inspections
- Material tests
- Expert reports
- Wear data
- ISO 9001/TÜV certificate
- Continuing education
- Stand-by
- Service pass

Communications management

- Customer visits
- After-sales meetings
- Trade fairs
- Newsletter
- Safety information
- Internet

Dependable partnership – support from start to finish

Thinking things over ahead of time ... is, as trivial as it may sound, the foundation of every successful project. We therefore place great value on constructing our products to be easy to operate and maintain. Thanks to our many years of experience in the field of amusement rides, we know how important it is to take economic efficiency and usage rate into account even during production conception.

... times change ... so do the demands placed on your ride.

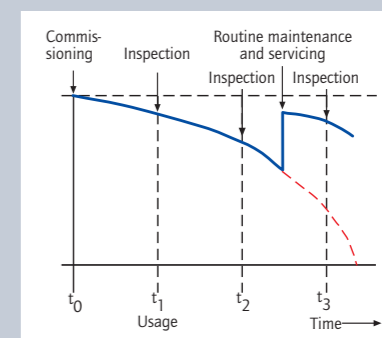
Together with our customers, we are continually searching for optimisation potential, weak points, sources of danger and opportunities for adaptation. Working together with you, we improve our products so that they can be upgraded to meet your demands and the latest technological standards at any time.

... ascertaining responsibility ... and assuming it ...

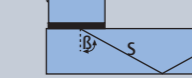
We therefore provide support in cooperation with government agencies, gather information and are there for you in case of damage.



Timely, preventative maintenance substantially improves a ride's economic efficiency and availability



Weld seam testing



Non-destructive material testing (NDT) with provision of the necessary documents and certificates

Customer support – everything from a single source

From classic repair service to customer support – Maurer Söhne offers comprehensive support for its partners in the leisure-time industry. Our technical service personnel uses ever-more intelligent tools and integrated remote diagnosis of digital machine controls to increase availability and minimise costs, while additional new service

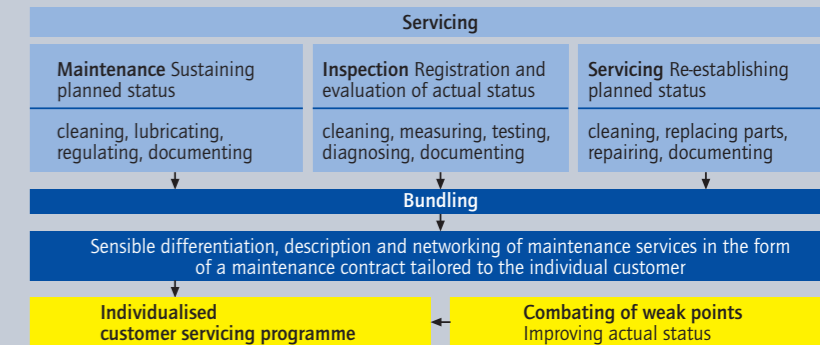


Illustration left: Trade fair stand at IAAPA 2001



Illustration centre: Extensive online information at www.maurer-soehne.de

Communication – keeping customers a step ahead

Our trained service personnel remain in contact with you for the entire service life of your facilities and provide consulting services independent of facility age. Exchanging experiences is important to us. In addition to free, on-site customer visits at regular intervals, ensuring the presence of our service experts at all important trade fairs worldwide and regular surveys of customer satisfaction, ride safety and product development, we therefore hold regular after-sales meetings featuring specialised reports and providing an opportunity for exchange of experiences among colleagues.



Our "Service Information" provides our customers with extensive data on current findings in regard to safety, operation and accident prevention. Twice annually, our company magazine "Innovationen in Stahl" offers an overview of new developments at our company and in the Maurer Söhne product divisions. The information and communication offer on our website is furthermore being continually expanded.