The foundation of our success is the support we provide our customers. Whether you are a customer in need of a replacement part or a fleet owner requiring field service, there is a dedicated Schwing staff member to serve you. The investment that we put into service training, parts stocking and education of our Call Center employees translates directly to our customers through higher productivity and availability of their Schwing equipment. As a third generation family owned company we understand how important quality equipment and uptime is to your business and how important your business is to Schwing.
Utilizing electronic, serialized mixer and pump files, trained staff choose the right parts from our inventory. Genuine Schwing parts guarantee the same level of performance as factory originals. Because Call Center staff is current on the latest service bulletins, you are assured of the correct replacement part. Call Center experts have access to service manuals and their experience can help guide a mechanic through the replacement of a part to save time and labor.

How do you put a price on the reputation of your company to deliver for your customers? Schwing has invested in the parts and service infrastructure to make uptime a reality through a vast parts network, qualified service advice and a dedicated service staff at your fingertips.

*Keep it safe, keep it Schwing!*
Whether it is a truck mixer, stationary pump or boom pump, service and parts questions received at the Call Center are assigned a case number which is resolved by the staffer who originally takes the call. This results in efficient resolution and accountability. Each call is added to an equipment file and recognition software tracks trends for faster resolution in the future. Level One staffers take the calls and resolve most service and parts issues. More than 200 years of service experience is available in our combined staff.

Ask about our high quality training aids that help you to get more out of your Schwing equipment.
The largest field service and support staff in the industry performs system diagnostics, oversees the installation of specialty applications including separate placing booms throughout North America and implements service solutions at your location. These dedicated technicians can help you with new equipment start-up or help you implement a preventative maintenance program.

**Boom Inspection**
This valuable service is provided through our service department to assure the long term performance of your equipment. Follow the recommended boom inspection intervals and enjoy the peace-of-mind only factory trained inspectors with American Welding Society certification can provide while creating a service history that will be appreciated when it is time to sell or trade-in your equipment. Your boom inspection includes an overall check of structural and hydraulic components.

**In-House Services**
Hydraulic oil analysis is an economical measure of your equipment’s health. Call for details on this fast and informative service that is easy to execute. Electrical repairs to remote boxes, software upgrades and remanufacturing of control systems are performed by our in-house technicians. Replacement mixer drums are available for installation at our factory branches to update and extend the life of your truck mixer.
Whether it is a damaged radio remote or a boom repair, factory service technicians are on-call 24/7 to assist in the uptime of your Schwing equipment. In-house service personnel with the highest certifications in hydraulics and welding and our network of dealers located throughout North America can provide factory trained service.

Schwing field service technicians share the same skills as our factory workforce to provide any repair including structural welding, hydraulic troubleshooting or electrical upgrades. Expert equipment assessment provides economical long term solutions that avoids needless repairs and unnecessary costs to the owner.
Schwing Service Schools are designed to allow customers to extract the highest utilization and productivity from their concrete equipment. Schools are offered at our dedicated training facility in White Bear, MN and customer locations to meet customer demand for this valuable service. Intermediate and Advanced classes are available to meet the needs of different levels of mechanics and operators. Classes are also offered in Spanish. Customized training can be provided at customer locations.

**Intermediate**
- Reading Hydraulic Schematics
- Troubleshooting with Schematics (Hydraulic and Electrical)
- Setting Pressures
- Proper Procedure for Changing Rams
- Material Cylinder Alignment
- Changing Differential Cylinder Rod Packings
- Rock Valve Maintenance
- Concrete Pump Maintenance
- Safe Operating Procedures
- Hands-on Troubleshooting

**Advanced**
- Review of Intermediate Topics
- Basic Load Sensing Circuits
- Advanced Troubleshooting with Schematics (Hydraulic and Electrical)
- Radio Remote Troubleshooting
- MPS Systems
- Maintenance
- Emergency Job Site Repairs
- Safe Operating Procedures
- Hands-on Troubleshooting
Wherever concrete is produced and moved is where you will find Schwing-Stetter machinery.

With plants in Germany, Austria, USA, Brazil, Russia, China and India as well as with more than 100 sales and service facilities, the group of companies is always close to the customer.

Our wide range of products with something for every application is what makes Schwing-Stetter the No. 1 system supplier for concrete machinery worldwide.