

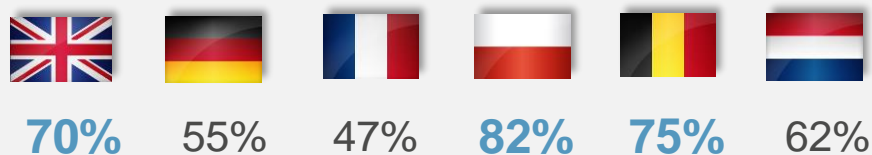
# Service in the installation market

## European Mechanical Installation Monitor

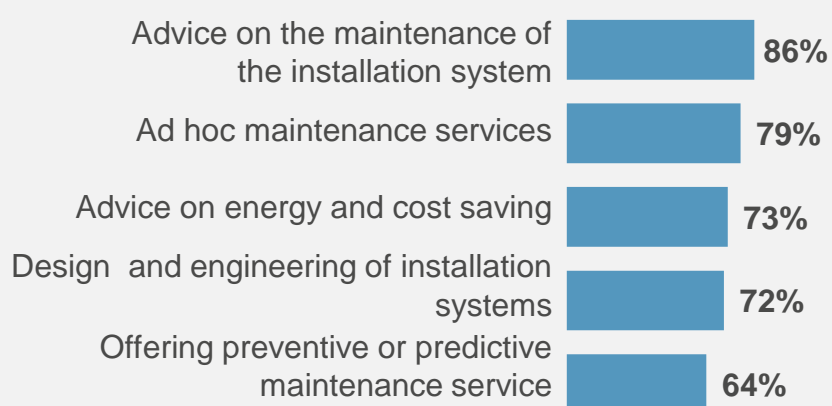
USP



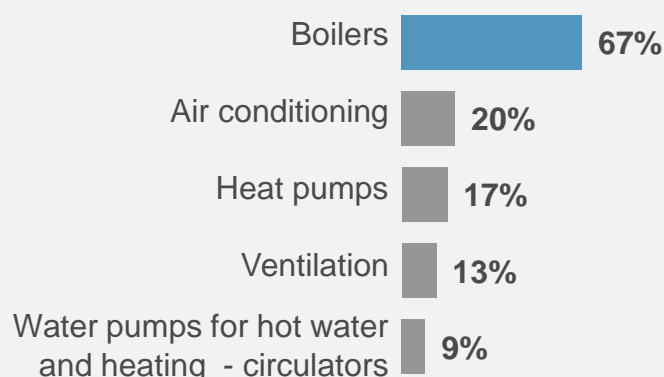
### Share of installers who are trained or certified installer of a brand



### Top-5 most offered services by the installers



### Top-5 products for which planned maintenance services are offered



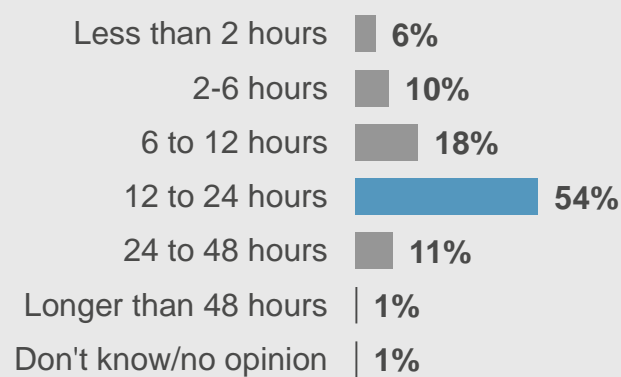
### Results per country\* Example for BELGIUM



### Top-3 services related to repair and maintenance installers would like to receive from manufacturers

- 1 Spare part express service
- 2 Repair/ maintenance guidelines
- 3 24 hours maintenance and support service

### How fast in hours do you expect the spare part delivery?



\*Information for other counties and full lists of answers are available in the report.

### Information to be found in the report

- Insights into the (development of) activities of installation companies.
- Development of turnover and order book of installation companies since Q1 2014.
- Every quarter an interesting, current theme will be discussed.
- Etc.

