

A blue diagonal overlay containing a technical drawing of a mechanical part, likely a drill bit or tool, with various dimensions and labels such as 'C-C (1:3)', 'Ø10', 'Ø12', 'Ø14', 'Ø16', 'Ø18', 'Ø20', 'Ø22', 'Ø24', 'Ø26', 'Ø28', 'Ø30', 'Ø32', 'Ø34', 'Ø36', 'Ø38', 'Ø40', 'Ø42', 'Ø44', 'Ø46', 'Ø48', 'Ø50', 'Ø52', 'Ø54', 'Ø56', 'Ø58', 'Ø60', 'Ø62', 'Ø64', 'Ø66', 'Ø68', 'Ø70', 'Ø72', 'Ø74', 'Ø76', 'Ø78', 'Ø80', 'Ø82', 'Ø84', 'Ø86', 'Ø88', 'Ø90', 'Ø92', 'Ø94', 'Ø96', 'Ø98', 'Ø100', 'Ø102', 'Ø104', 'Ø106', 'Ø108', 'Ø110', 'Ø112', 'Ø114', 'Ø116', 'Ø118', 'Ø120', 'Ø122', 'Ø124', 'Ø126', 'Ø128', 'Ø130', 'Ø132', 'Ø134', 'Ø136', 'Ø138', 'Ø140', 'Ø142', 'Ø144', 'Ø146', 'Ø148', 'Ø150', 'Ø152', 'Ø154', 'Ø156', 'Ø158', 'Ø160', 'Ø162', 'Ø164', 'Ø166', 'Ø168', 'Ø170', 'Ø172', 'Ø174', 'Ø176', 'Ø178', 'Ø180', 'Ø182', 'Ø184', 'Ø186', 'Ø188', 'Ø190', 'Ø192', 'Ø194', 'Ø196', 'Ø198', 'Ø200', 'Ø202', 'Ø204', 'Ø206', 'Ø208', 'Ø210', 'Ø212', 'Ø214', 'Ø216', 'Ø218', 'Ø220', 'Ø222', 'Ø224', 'Ø226', 'Ø228', 'Ø230', 'Ø232', 'Ø234', 'Ø236', 'Ø238', 'Ø240', 'Ø242', 'Ø244', 'Ø246', 'Ø248', 'Ø250', 'Ø252', 'Ø254', 'Ø256', 'Ø258', 'Ø260', 'Ø262', 'Ø264', 'Ø266', 'Ø268', 'Ø270', 'Ø272', 'Ø274', 'Ø276', 'Ø278', 'Ø280', 'Ø282', 'Ø284', 'Ø286', 'Ø288', 'Ø290', 'Ø292', 'Ø294', 'Ø296', 'Ø298', 'Ø300', 'Ø302', 'Ø304', 'Ø306', 'Ø308', 'Ø310', 'Ø312', 'Ø314', 'Ø316', 'Ø318', 'Ø320', 'Ø322', 'Ø324', 'Ø326', 'Ø328', 'Ø330', 'Ø332', 'Ø334', 'Ø336', 'Ø338', 'Ø340', 'Ø342', 'Ø344', 'Ø346', 'Ø348', 'Ø350', 'Ø352', 'Ø354', 'Ø356', 'Ø358', 'Ø360', 'Ø362', 'Ø364', 'Ø366', 'Ø368', 'Ø370', 'Ø372', 'Ø374', 'Ø376', 'Ø378', 'Ø380', 'Ø382', 'Ø384', 'Ø386', 'Ø388', 'Ø390', 'Ø392', 'Ø394', 'Ø396', 'Ø398', 'Ø400', 'Ø402', 'Ø404', 'Ø406', 'Ø408', 'Ø410', 'Ø412', 'Ø414', 'Ø416', 'Ø418', 'Ø420', 'Ø422', 'Ø424', 'Ø426', 'Ø428', 'Ø430', 'Ø432', 'Ø434', 'Ø436', 'Ø438', 'Ø440', 'Ø442', 'Ø444', 'Ø446', 'Ø448', 'Ø450', 'Ø452', 'Ø454', 'Ø456', 'Ø458', 'Ø460', 'Ø462', 'Ø464', 'Ø466', 'Ø468', 'Ø470', 'Ø472', 'Ø474', 'Ø476', 'Ø478', 'Ø480', 'Ø482', 'Ø484', 'Ø486', 'Ø488', 'Ø490', 'Ø492', 'Ø494', 'Ø496', 'Ø498', 'Ø500', 'Ø502', 'Ø504', 'Ø506', 'Ø508', 'Ø510', 'Ø512', 'Ø514', 'Ø516', 'Ø518', 'Ø520', 'Ø522', 'Ø524', 'Ø526', 'Ø528', 'Ø530', 'Ø532', 'Ø534', 'Ø536', 'Ø538', 'Ø540', 'Ø542', 'Ø544', 'Ø546', 'Ø548', 'Ø550', 'Ø552', 'Ø554', 'Ø556', 'Ø558', 'Ø560', 'Ø562', 'Ø564', 'Ø566', 'Ø568', 'Ø570', 'Ø572', 'Ø574', 'Ø576', 'Ø578', 'Ø580', 'Ø582', 'Ø584', 'Ø586', 'Ø588', 'Ø590', 'Ø592', 'Ø594', 'Ø596', 'Ø598', 'Ø600', 'Ø602', 'Ø604', 'Ø606', 'Ø608', 'Ø610', 'Ø612', 'Ø614', 'Ø616', 'Ø618', 'Ø620', 'Ø622', 'Ø624', 'Ø626', 'Ø628', 'Ø630', 'Ø632', 'Ø634', 'Ø636', 'Ø638', 'Ø640', 'Ø642', 'Ø644', 'Ø646', 'Ø648', 'Ø650', 'Ø652', 'Ø654', 'Ø656', 'Ø658', 'Ø660', 'Ø662', 'Ø664', 'Ø666', 'Ø668', 'Ø670', 'Ø672', 'Ø674', 'Ø676', 'Ø678', 'Ø680', 'Ø682', 'Ø684', 'Ø686', 'Ø688', 'Ø690', 'Ø692', 'Ø694', 'Ø696', 'Ø698', 'Ø700', 'Ø702', 'Ø704', 'Ø706', 'Ø708', 'Ø710', 'Ø712', 'Ø714', 'Ø716', 'Ø718', 'Ø720', 'Ø722', 'Ø724', 'Ø726', 'Ø728', 'Ø730', 'Ø732', 'Ø734', 'Ø736', 'Ø738', 'Ø740', 'Ø742', 'Ø744', 'Ø746', 'Ø748', 'Ø750', 'Ø752', 'Ø754', 'Ø756', 'Ø758', 'Ø760', 'Ø762', 'Ø764', 'Ø766', 'Ø768', 'Ø770', 'Ø772', 'Ø774', 'Ø776', 'Ø778', 'Ø780', 'Ø782', 'Ø784', 'Ø786', 'Ø788', 'Ø790', 'Ø792', 'Ø794', 'Ø796', 'Ø798', 'Ø800', 'Ø802', 'Ø804', 'Ø806', 'Ø808', 'Ø810', 'Ø812', 'Ø814', 'Ø816', 'Ø818', 'Ø820', 'Ø822', 'Ø824', 'Ø826', 'Ø828', 'Ø830', 'Ø832', 'Ø834', 'Ø836', 'Ø838', 'Ø840', 'Ø842', 'Ø844', 'Ø846', 'Ø848', 'Ø850', 'Ø852', 'Ø854', 'Ø856', 'Ø858', 'Ø860', 'Ø862', 'Ø864', 'Ø866', 'Ø868', 'Ø870', 'Ø872', 'Ø874', 'Ø876', 'Ø878', 'Ø880', 'Ø882', 'Ø884', 'Ø886', 'Ø888', 'Ø890', 'Ø892', 'Ø894', 'Ø896', 'Ø898', 'Ø900', 'Ø902', 'Ø904', 'Ø906', 'Ø908', 'Ø910', 'Ø912', 'Ø914', 'Ø916', 'Ø918', 'Ø920', 'Ø922', 'Ø924', 'Ø926', 'Ø928', 'Ø930', 'Ø932', 'Ø934', 'Ø936', 'Ø938', 'Ø940', 'Ø942', 'Ø944', 'Ø946', 'Ø948', 'Ø950', 'Ø952', 'Ø954', 'Ø956', 'Ø958', 'Ø960', 'Ø962', 'Ø964', 'Ø966', 'Ø968', 'Ø970', 'Ø972', 'Ø974', 'Ø976', 'Ø978', 'Ø980', 'Ø982', 'Ø984', 'Ø986', 'Ø988', 'Ø990', 'Ø992', 'Ø994', 'Ø996', 'Ø998', 'Ø1000'.

Distributor manual

Atlas Copco Tools
Customer Center Eastern Europe

version 1.0.2023



I believe that this manual will support you to achieve continuous growth, increase market presence and deliver a sustainable growth to our customers.

Bhavin Pandya, General Manager

We are glad to share our newly updated Atlas Copco Tools Eastern Europe Distributor Manual.

Our goal is always to add value to our customers operations so we could be the **First in Mind – First in Choice** for our products and services. We believe that our distribution partners are the key to achieve this.

All our activities are guided by our core values **Interaction, Innovation** and **Commitment**.

To achieve this goal, in alignment with Atlas Copco core values, this Distributor manual was created as a structured and comprehensive material that gathers the key points of the business partnership with Atlas Copco. Here you will find:

1. Atlas Copco Group
 - 1.1 The Code of Conduct
 - 1.2 Atlas Copco in Brief
 - 1.3 Committed to Sustainable Productivity
 - 1.4 Water for All - foundation
 2. Atlas Copco Tools Eastern Europe
 - 2.1 About us
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 3. Partnership with Atlas Copco Tools Eastern Europe
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1.1 The Code of Conduct

Summarized in the Atlas Copco Group Code of Conduct are our policies, standards and guidelines related to business ethics and social and environmental performance. All employees and managers in Group companies as well as business partners are expected to adhere to these policies.

We expect that our distribution partners have this in mind when working with their customers and Atlas Copco.

Laws, environmental standards and social conditions vary greatly in the countries where we operate. The Code of Conduct is designed to overcome these challenges and make sure that we always act with the highest ethical standards and integrity.

In cases where the Code of Conduct is stronger than local laws and regulations, we insist on following our own policies. And we expect our business partners to do the same.

The Code of Conduct has been translated into 36 languages so that each and every one of us embodies these values in their work day in, day out.

*Get the Code of Conduct in local language
from the websites (QR code)*



1.2 Atlas Copco in brief

Our products and services focus on productivity, energy efficiency, safety and ergonomics.

We add value wherever we do business. Our products and professional services increase customers' productivity and competitiveness while benefiting society and minimizing the environmental impact. We call it sustainable productivity.

- Founded in 1873, Atlas Copco has 150 years of experience of innovating for sustainable productivity.
 - Our products and services include compressors, vacuum solutions and air treatment systems, construction and mining equipment, power tools and assembly systems.
 - Our customers are located all over the world. To them, we are a local company; at the same time, the Atlas Copco Group is a global enterprise with worldwide resources.
 - Atlas Copco's global reach spans about 180 countries, including own operations in more than 90 countries.
 - We innovate and produce in more than 20 countries. Manufacturing is mainly concentrated in Belgium, Sweden, Germany, the United States, India and China.
-

1.3 Committed to sustainable productivity

We take our responsibility toward our customers, the people around us and our planet seriously. We make performance stand the test of time. This is what we call **Sustainable Productivity**.

And we believe that by combining profitability with social and environmental responsibility, we will create a better world for future generations.

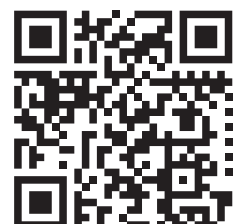
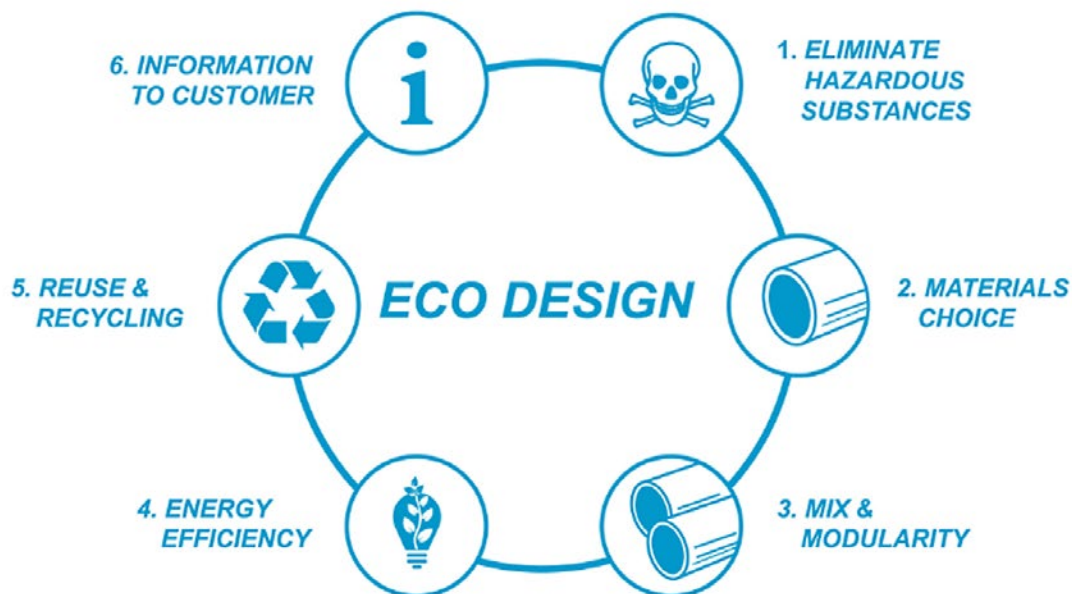
Eco design

In order to minimize the environmental footprint of our business and the impact from our products we need to target environmental aspects in the early product development stages. We do this through our Eco design concept. This way we can support our customers by reducing environmental impact and cost through energy efficient products and solutions.

When designing a product or solution, we consider the entire life cycle in order to reduce the environmental impact from relevant life cycle stages. For us, this means focusing on; energy efficiency, material choices, long product life, design for assembly, serviceability, reuse, remanufacturing and recyclability – in other words circularity.

Our Eco Design focus areas

Within Industrial Technique we approach Eco design from six different areas. These form the core of the Eco design review performed in each product development project.



1.4 Water for All - foundation

Since 1984 Water for All foundation is supporting projects that give people in need access to clean drinking water, sanitation and hygiene. It is the Atlas Copco Group's main community engagement initiative financed by voluntary employee donations which are boosted two times by the company. All in all, around 2 million people have received access to water thanks to Water for All.

CLEAN WATER IS A HUMAN RIGHT

Water for All is the Atlas Copco Group's main community engagement project, initiated, run and supported by our employees on a voluntary basis. The mission is to provide people in need with clean drinking water and sanitation. So far close to two million people have been helped.

Water for All was founded in 1984 by Atlas Copco employees in Stockholm, Sweden. Since the start, a core belief has been that access to clean drinking water is a human right and this still guides the work done today.

Access to water has the power to transform human lives as well as entire communities. To date more than two million people all around the world have been provided with access to clean drinking water, thanks to Water for All.

Water for All is funded by voluntary donations by the employees, usually in the form of monthly deductions from their salaries. These donations are then doubled by the company, meaning that three times the money will go towards helping people in need.

Water for All partners with non-profit organizations which are the ones actually implementing the supported projects on the local level. Projects have historically varied between digging or drilling wells, protecting natural water springs, or building water purification systems.

Training in sanitation and hygiene is an important aspect of all projects. The aim is also always to engage the local community in the project as a way to ensure sustainability and that the new water source will continue to function and be maintained.

Water for All in 2021

- 10 351 members worldwide
- 62 projects in 31 countries on 5 continents
- 337 395 beneficiaries





2.1 About us



Bhavin Pandya
General Manager

Poland,
Czech Republic,
Slovakia, Hungary,
Romania, Slovenia,
Croatia, Serbia,
Kosovo,
Bosnia & Herzegovina,
Montenegro,
Bulgaria, Macedonia,
Albania,
Ukraine



Atlas Copco Tools Eastern Europe is a part of Atlas Copco Industrial Technique business area. Our Customer Center markets high quality industrial power tools and systems, industrial assembly solutions, quality assurance products, software, aftermarket products and services. We innovate for sustainable productivity for customers in the automotive and general industries, maintenance and vehicle service.

We operate in 15 countries of Eastern Europe.

Atlas Copco Tools Eastern Europe was founded in 90's starting with 2 markets: Czech and Slovak Republic. Through the time the more countries were added and the market coverage stabilized.

- 1991 Tools representative office in Prague (responsibility Czech + Slovak Republic)
 - 1992 Tools company established in Prague (responsibility Czech + Slovak Republic)
 - 1998 Tools Eastern Europe established in Prague
 - 2003 New legal entity established in Slovak Republic
 - 2004 Start-up direct Hungarian operations
 - 2005 Start-up direct Slovenian and Romanian operations
 - 2006 Legal entity established in Romania
 - 2007 ISO 9001:2000 certification, Accredited Calibration Laboratory (Czech Republic)
 - 2009 ISO 14001:2004 certification
 - 2011 Accredited Calibration Laboratory extension (Poland)
 - 2012 Lean Assembly Excellence Centre in Bratislava
 - 2016 Industrial Assembly Solutions business line integrated
 - 2019 Innovation Center Bratislava
 - 2019 ISO 45001 certification
 - 2022 Start-up direct Ukrainian operations
-

2.2 Supporting organizations

Besides the sales team, which is constantly in contact with our distributors, there are a couple of supporting organizations that are key for a successful business.

Here a small overview of the supporting organization, their mission and some of the main activities.

Customer Support.....Miroslav Karafiát (miroslav.karafiat@atlascope.com)

Mission:

- Order management and logistic that is supporting the business.

Main Activities:

- Ordering Management
- Logistic Support
- Smart Portal



Finance Václav Nič (vaclav.nic@atlascope.com)

Mission:

- Implement process that allow the finance administration.

Main Activities:

- Finance Management
(accounts payables and receivables)



Marketing CommunicationLinda Máchová (linda.machova@atlascope.com)

Mission:

- Attract, engage and nurture customers and open marketing opportunities.

Main Activities :

- Management of CRM tool
- Brand guidance
- Digital Marketing
- Events and promotional material



Product Marketing.....Josef Grochovský (josef.grochovsky@atlascope.com)

Mission:

- Increase sales efficiency.

Main Activities:

- Develop technical competence for sales teams
- Launch new products
- Create and implement marketing activities



Project TeamKamil Czechowicz (kamil.czechowicz@atlascope.com)

Mission:

- To create tailor-made solution to our customers (from specification to installation) that would include our standard tools and the participation of machine tool builders (MTBs).

Main Activities:

- Solution definition and quotations
- Project Management
- Communication with Application Center in Germany
- Installation



Business Development Manager Service and Distribution..... Sergiu Lupean (sergiu.lupean@atlascope.com)

Contact person for ACTA GO

From April 2023 Sergiu Lupean will start his new mission as Business Development Manager Service and Distribution in CCEE.

Sergiu's mission will be to enhance sustainable growth for both our Distribution Partners and Atlas Copco through increased end-customer value and loyalty in our customer center.



2.3 Atlas Copco Certificates

2.3.1. Management system certificate



DNV

MANAGEMENT SYSTEM CERTIFICATE

Site certificate No.:
90732CC2-2010-AQ-SWE-SWEDAC

Valid:
23 December 2022 – 22 December 2025

Belongs to main certificate number:
90732-2010-AQ-SWE-SWEDAC

This is to certify that the centrally implemented management system for

Atlas Copco s.r.o.
Elektrárenská 4, 831 04 Bratislava, Slovak Republic

has been found to conform to the Quality Management System standard:
ISO 9001:2015

This certificate is valid for the following site scope:
Marketing, sales, calibration and service of industrial power tools, assembly system, self-pierce riveting and dispensing solution and aftermarket products

Place and date:
Solna, 27 November 2022



Accred. no.1053
Certification of
Management
Systems
ISO/IEC 17021-1

For the issuing office:
DNV - Business Assurance
Elektrogatan 10, 171 54, Solna, Sweden



Ann-Louise Pätt
Management Representative

It is the management system of the whole organisation which is certified. The validity of this certificate depends on the validity of the main certificate.
Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.
ACCREDITED UNIT: DNV Business Assurance Sweden AB, Elektrogatan 10, 171 54 Solna, Sweden - TEL: +46 8 587 940 00. www.dnv.com/se

2.3 Atlas Copco Certificates

2.3.1. Management system certificate



DNV

MANAGEMENT SYSTEM CERTIFICATE

Site certificate No.:
90947CC25-2010-AE-SWE-SWEDAC

Valid:
23 December 2022 – 22 December 2025

Belongs to main certificate number:
90947-2010-AE-SWE-SWEDAC

This is to certify that the centrally implemented management system for

Atlas Copco s.r.o.
V Parku 2336/22, 148 00 Praha 4, Czech Republic

has been found to conform to the Environmental Management System standard:
ISO 14001:2015

This certificate is valid for the following site scope:
Marketing, sales, calibration and service of industrial power tools, assembly system, self-pierce riveting and dispensing solution and aftermarket products

Place and date:
Solna, 27 November 2022



Accred. no.1053
Certification of
Management
Systems
ISO/IEC 17021-1

For the issuing office:
DNV - Business Assurance
Elektrogatan 10, 171 54, Solna, Sweden



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2.3 Atlas Copco Certificates

2.3.1. Management system certificate



DNV

MANAGEMENT SYSTEM CERTIFICATE

Site certificate No.:
113795CC9-2012-AHSO-SWE-SWEDAC

Valid:
23 December 2022 – 22 December 2025

Belongs to main certificate number:
113795-2012-AHSO-SWE-SWEDAC


This is to certify that the centrally implemented management system for

Atlas Copco s.r.o.
Elektrárenská 4, 831 04 Bratislava, Slovak Republic

has been found to conform to the Occupational Health and Safety Management System standard:
ISO 45001:2018

This certificate is valid for the following site scope:
Marketing, sales, calibration and service of industrial power tools, assembly system, self-pierce riveting and dispensing solution and aftermarket products

Place and date:
Solna, 27 November 2022



Accred. no.1053
Certification of
Management
Systems
ISO/IEC 17021-1

For the issuing office:
DNV - Business Assurance
Elektrogatan 10, 171 54, Solna, Sweden



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2.3 Atlas Copco Certificates

2.3.2. Atlas Copco Accreditation certificate



2.3 Atlas Copco Certificates

2.3.2. Appendix of Accreditation certificate

The Appendix is an integral part of
Certificate of Accreditation No. 507/2020 of 13/08/2020

Accredited entity according to ČSN EN ISO/IEC 17025:2018:

Industrial Technique Service s.r.o.
ITS Calibration Laboratory
Průmyslová 1428/10, 102 00 Praha 10

Calibration laboratory locations:

1. Laboratory Průmyslová Průmyslová 1428/10, 102 00 Praha 10, Česká republika
2. Laboratory CSW Różyniec 83C, 59-706 Gromadka, Polsko
3. Laboratory Chodov V Parku 2336/22, 140 00 Praha 4, Česká republika

CMC for the field of measured quantity: Torque

Ord. number ¹	Calibrated quantity / Subject of calibration	Nominal range				Parameter(s) of the meas. quantity	Lowest expanded measurement uncertainty specified ²	Calibration principle	Calibration procedure identification ³	Work-place
		min	unit	max	unit					
1	Rotary and static transducers and devices for measuring torque	0.05 Nm		12 Nm			0.04 % 0.02 %	Comparative measurement with standard torque device using weights and reaction arms	ITS-04-11-S, ITS-09-11-LSP, (EURAMET cg-14)	1
2*	Rotary and static transducers and devices for measuring torque	0.05 Nm		1.5 Nm			0.50 % 0.20 %	Direct measurement with a portable torque standard (torque transducer)	ITS-04-11-S, ITS-09-11-LSP, (EURAMET cg-14)	1
3*	Rotary and static transducers and devices for measuring torque	0.2 Nm		3,000 Nm			0.20 %	Direct measurement with a portable torque standard (torque transducer)	ITS-04-11-S, ITS-09-11-LSP, (EURAMET cg-14)	2, 3
4*	Torque wrenches, tightening devices and tightening systems	0.05 Nm		0.4 Nm			0.60 % 0.50 %	Direct measurement with a portable torque standard (torque transducer)	ITS-01-11-U, ITS-02-11-V, ITS-03-11-VM, ITS-05-11-K, ITS-06-11-UC, ITS-07-11-VC, ITS-08-11-VMC (EN ISO 6789-2, ISO 5393)	1, 3



2.3 Atlas Copco Certificates

2.3.2. Appendix of Accreditation certificate

The Appendix is an integral part of
Certificate of Accreditation No. 507/2020 of 13/08/2020

Accredited entity according to ČSN EN ISO/IEC 17025:2018:

Industrial Technique Service s.r.o.
ITS Calibration Laboratory
Průmyslová 1428/10, 102 00 Praha 10

Ord. number ¹	Calibrated quantity / Subject of calibration	Nominal range				Parameter(s) of the meas. quantity	Lowest expanded measurement uncertainty specified ²	Calibration principle	Calibration procedure identification ³	Work- place
		min	unit	max	unit					
5	Torque wrenches, tightening devices and tightening systems	0.05 Nm 2 Nm		to 2 Nm to 2,000 Nm			0.75 % 0.50 %	Direct measurement with a portable torque standard (torque transducer)	ITS-01-11-U, ITS-02-11-V, ITS-03-11-VM, ITS-05-11-K, ITS-06-11-UC, ITS-07-11-VC, ITS-08-11-VMC, (EN ISO 6789-2, ISO 5393)	2

¹ Asterisk at the ordinal number identifies the calibrations, which the Laboratory is qualified to carry out outside the permanent laboratory premises.

² The expanded measurement uncertainty is in accordance with ILAC-P14 and EA-4/02 part of CMC, and it is the lowest value of the respective uncertainty. If not stated otherwise, its coverage probability is approx. 95 %. If not stated otherwise, the uncertainty values stated without a unit are relative to the value measured. If the calibration is carried out outside the laboratory premises, the measurement uncertainty may be affected.

³ If the document identifying the calibration procedure is dated, only these specific procedures are used. If the document identifying the calibration procedure is not dated, the latest edition of the specified procedure is used (including any changes).



2.3 Atlas Copco Certificates

2.3.2. Appendix of Accreditation certificate

The Appendix is an integral part of
Certificate of Accreditation No. 507/2020 of 13/08/2020

Accredited entity according to ČSN EN ISO/IEC 17025:2018:

Industrial Technique Service s.r.o.
ITS Calibration Laboratory
Průmyslová 1428/10, 102 00 Praha 10

CMC for the field of measured quantity: Rotation angle

Ord. number ¹	Calibrated quantity / Subject of calibration	Nominal range				Parameter(s) of the meas. quantity	Lowest expanded measurement uncertainty specified ²	Calibration principle	Calibration procedure identification ³	Work-place
		min	unit	max	unit					
1*	Rotation angle of transducers, hand torque tools and angle gauges	0 °		to	n-360 °		0.55°	Direct measurement with a rotation / reference rotation angle standard (rotation angle transducer)	ITS-10-14-AV/C (VDI/VDE 2648 Part 1), ITS-12-14-AK (VDI/VDE 2648 Part 2)	1, 3
2	Rotation angle of transducers, hand torque tools and angle gauges	0 °		to	n-360 °		0.55°	Direct measurement with a reference rotation angle standard (rotation angle transducer)	ITS-11-14-AS (VDI/VDE 2648 part 1), ITS-13-14-LAK (VDI/VDE 2648 Part 2)	1
3	Rotation angle of transducers, hand torque tools and angle gauges	0 °		to	n-360 °		0.90°	Direct measurement with a reference rotation angle standard (rotation angle transducer)	ITS-13-14-LAK, ITS-12-14-AK (VDI/VDE 2648 Part 2)	2
4*	Rotation angle of transducers, hand torque tools and angle gauges	0 °		to	n-360 °		0.55°	Direct measurement with a reference rotation angle standard (rotation angle transducer)	ITS-10-14-AV/C, ITS-11-14-AS (VDI/VDE 2648 Part 1)	2

¹ Asterisk at the ordinal number identifies the calibrations, which the Laboratory is qualified to carry out outside the permanent laboratory premises.

² The expanded measurement uncertainty is in accordance with ILAC-P14 and EA-4/02 part of CMC, and it is the lowest value of the respective uncertainty. If not stated otherwise, its coverage probability is approx. 95 %. If not stated otherwise, the uncertainty values stated without a unit are relative to the value measured. If the calibration is carried out outside the laboratory premises, the measurement uncertainty may be affected.

³ If the document identifying the calibration procedure is dated, only these specific procedures are used. If the document identifying the calibration procedure is not dated, the latest edition of the specified procedure is used (including any changes).



3

Partnership with Atlas Copco Tools Eastern Europe



3.1 Distribution Agreement

The Distribution Agreement is the legal document that will rule the business relationship between Atlas Copco and the Distributor.

This Agreement will be signed once a year, during first quarter of the year and it will have the validity of one (1) year.

This document will contain the Responsibilities from Atlas Copco and from the Distributor.

The failure of either Party to observe any of the terms under the these guide lines or the Distributor Agreement and to remedy the same (where it is capable of being remedied) within the period specified in a notice given by the aggrieved Party to the Party in default calling for remedy, being a period not less than thirty (30) days.

3.2 Rules and responsibilities of Atlas Copco and Distributor partner

I. Atlas Copco responsibilities

a. Signed a Distribution Agreement with a nominated distributor

b. Account management

Atlas Copco will assign a list of accounts that are under the Distributor responsibility. Atlas Copco will also assign a territory where the Distributor is responsible for develop sales of its products.

c. Appoint a Sales Engineer that will be the contact to:

- Support the Distributor in preparing and rolling out the business plan
- To follow-up the business in a monthly base with the distributor
- Support the distributor in cases of:
 - Product Technical Support
 - Quality Rejections
 - Financial topics
 - Marketing and Communication topics

In case the Distributor is a Certified Service Partner (CSP), a Sales Service Engineer will be also assign to support the Distributor in the service matters.

d. Products and Services

Atlas Copco shall supply the Distributor with all necessary information concerning the Products and Services that the distributor needs to sell.

e. Systems Access: Smart Portal

Atlas Copco will provide access to Shop Online for ordering of products.

f. Price List

Atlas Copco Products Price List specifies the respective items of Products and prices valid as the date of signing of the Agreement. Upon any modifications thereof (as far as either the Products items or prices are concerned) Atlas Copco shall either provide the Distributor with an updated printed version of the Products Price List or such modifications of the Products Price List must be visible in the electronic ordering system (Shop On line) used by the Distributor for ordering the Products.

The prices for the Products shall further be determined in accordance with discounts and rebates awarded based upon reaching the turnover targets specified in the Distribution Agreement.

g. Warranty

The Supplier shall grant a warranty for the Products in accordance with its general warranty terms stipulated in the Distribution Agreement. The Distributor shall inform the Supplier of all claims made by the customers on the grounds of the warranty. The Distributor shall direct all warranty cases to the nearest authorized repair shop, unless otherwise separately agreed with the Supplier.

h. Payment conditions

The Distributor shall pay the price of the supplied Products to the Supplier against the respective invoice issued by the Supplier pursuant to the terms of the Distribution Agreement.

II. Distributors responsibility

- a. To build and present a sales plan aiming at to fulfill the sales target. This sales plan should contain the main customers that the distributor should focus on, which products will be involved and what activities the distributor plans to do it.
- b. To fulfill the sales target agreed with the responsible sales engineer/country sales leader/business line manager.
- c. To report its monthly activities, including: list of won projects, lost projects and ongoing projects, with the total value involved and theirs current status.
- d. Fulfill the payment conditions agreed on the distributor agreement.
- e. Make sure that the necessary personal will attend to the trainings provide it by Atlas Copco.
- f. To own the necessary tools to present and support the product and service sales, such as demo-tools.
- g. Stock
The Distributor shall maintain a stock of the Products which is adequate to allow expeditious deliveries under normal market conditions. This stock should also include demonstration tools, so support product demonstrations.

The failure of either Party to observe any of the terms under the these guide lines or the Distributor Agreement and to remedy the same (where it is capable of being remedied) within the period specified in a notice given by the aggrieved Party to the Party in default calling for remedy, being a period not less than thirty (30) days.

3.3 Annual Bonus

The goal of the Annual Bonus is to award the distributor with an extra reward for achieving and or surprising the agreed target.

Below the Annual Result Target and Bonus overview:

Result Target	Bonus
100% of Net Invoice Sales target	2% bonus of the net turnover in the year
133% of Net Invoice Sales target	Additional 3% bonus of the net turnover in the year

Bonus will be paid till April the next year, based on credit note issued by Atlas Copco s.r.o.

For Poland and Hungary: the credit note will be issued without VAT.

For Czech Republic, Slovakia, Romania, Slovenia and other countries: the credit note will be issued with VAT.

3.4 Distributor Sales Activities Plan & Monthly Report

The Distributor Sales Activities Plan

The Distributor Sales Activities Plan has the objective of defining which activities will be made during the year to reach the Sales Target.

The activities would be: Customer Visits, Product Demonstrations, etc...

Each Activity should have a target customer, specific description of the target application (assembly, material removal etc.), the equipment involved, the sales impact and the date that will be performed.

This is a strong tool to define if a Distributor has enough actions in place to secure the target and to priorities actions.

Monthly Report

In order to better follow-up the business developments, the Distributors are required to deliver a Monthly Report to the assigned sales engineer.

The Distributor Monthly Report will have to contain minimum 4 chapters, the Status on the Sales Activities Plan, the overview of Orders Won, Open Projects and Lost Orders.

In the absence of a report, it is recommended to use the template 20180328 RCA EE Distributor Sales Activity Plan Monthly Report Template.

Example: Activity Plan

Distributor Name		Month		ANNUAL TARGET			
				Total of Activity Sales impact			
				- €			
Customer	Area/District	Application	Type of Activity	Equipment	Activity Sales Impact	Date	Competition
			Demonstration/Fair/Advertisement				

Example: Won Project Overview

Distributor Name		Month		ANNUAL TARGET		
				Year to Date Result		
Customer	Area/District	Application	Equipment	Value €	Competition	Date
XXX	XXXX	Grinding	LSF07	1000	Biax	

Example: Open Projects

Project Name	Tools acquisition from other country	Value €	Status of Project	Close Date (Month)
Tightening	LUM/EBL's	3000	Waiting for decision	3

Example: Lost Projects

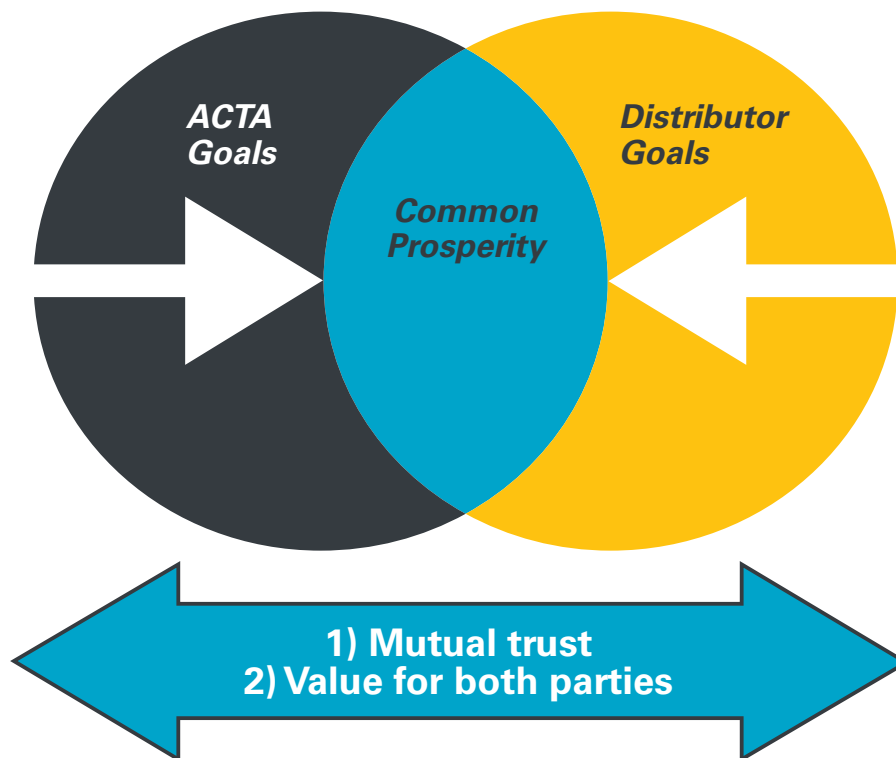
Customer	Area/District	Application	Equipment	Value €	Competition	Reason
XXX	XXX					



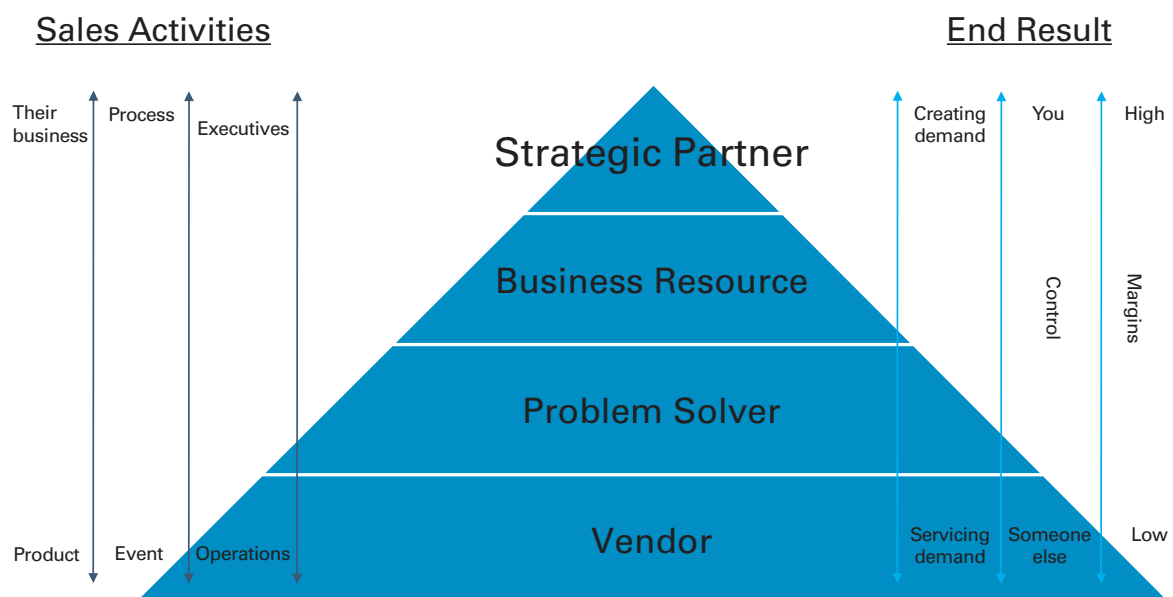
4.1 Atlas Copco Sales Strategy

Atlas Copco Sales Strategy is based on the Strategic Partnership Selling/MADRID framework.

This framework is based on the fact that a successful partnership is when BOTH parties achieve prosperity and the bases of the relationship is Mutual Trust and there is a Value for both parties



The framework goal is to move from a simple vendor/buyer relationship, to a situation where Atlas Copco and its Distributors will deliver a solution to the customer.



The MADRID process is a combination of actual best practices from our sales engineers around the world and a combination of sales literature (such as: Carl Henry's MODERN, How to Sell at Margins Higher than your Competitors – Steinmetz / Brooks, Blue Ocean Strategy – Kim / Mauborgne, Beyond Selling Value – Shonka / Kosch, Toyota Culture – Liker / Hoseus and Mastering the Complex Sale – Thull)

The anagram MADRID stands for: **M**easure, **A**gree, **D**emonstrate, **R**evue, **I**ce the Cake and **D**o it Again. Which point has its specific actions link to it and can be explained as below:



4.2 Atlas Copco Service Strategy

Specifically for Service, Atlas Copco works with different type or segments of distributors, which is link to their capability to sell service products and service Atlas Copco tools.

Service adopts the name of Certified Service Partner (CSP) to describe our Certified Distributors.

Certified Service Partner

A Certified Service Partner (CSP) is an Atlas Copco distributor normally already appointed by the General Industry (GI) division to sell our tools and accessories. From the service side, with close cooperation with GI, the Service Division is running a CSP workshop certification program. That was also combined with basic service sales training. For distributors without a workshop (using an Atlas Copco workshop), or not wanting to focus on tool repair, we have only provided the sales training. The workshop certification has been carried out by a senior experienced manager or supervisor from Service Operations. The focus of the workshop certification is that the CSP performs repairs of air tools according to the Atlas Copco OEM standard. We are not certifying any distributors to carry out service on DC tools or spindles due to the complexity of the product, i.e., HW, SW, safety, etc.

A senior service sales person has normally had the overall responsibility (sales, marketing material, service price list, CSP workshop renewals, coordination with GI and internal sales and operation) for the CSP.

Distributor Certification

Certification without workshop (only sales):

- Aimed for all existing accredited distributors that have potential for business development (they sell good number of tools, they have good number of customers, they sell also advanced DC tools, not only pneumatic)
- The aim is to offer the best service support to distributor customers but also to develop the service business through distribution channel (additional business for the distributors)
- Learn CSPs to sell service products (Preventive maintenance/ ToolCover contracts, Trainings, Production optimization, Easy Start, Calibrations, etc.) not spare parts or repairs

Certification with own workshop

(could be repairs/preventive maintenance + sales, or only repairs/preventive maintenance)

- Aimed especially where we do not have convenient Atlas Copco service workshop so CSP workshop could be good solution for us, or when the distributors have the possibility to repair and they prefer to do this for their direct customers (spare parts are ordered by Atlas Copco)
- We are open to ask such a CSP to perform different services for us (Repairs, preventive maintenance contracts, even installations for the pneumatic tools, Tool Scan, Air Scan) when we do not have enough capacity to do it for our direct customers or even for customers of other CSPs/distributors)

Sales Certification

Certification Level 1

- Aimed for all the accredited distributors considering they should be able to offer good service support to their customers (by their workshop, or by Atlas Copco service)
- It means basic knowledge about the services that we can provide and they will ask support from Atlas Copco service sales team

Certification Level 2

- Aimed for the CSPs that could have dedicated person for service so that the service business becomes additional main business for them
 - The specific person is able to sell independently not only basic service products but also advanced services like ToolCover Contracts, Production Optimization and trainings (they will ask support from Atlas Copco mainly from the operational point of view)
-

The table below shows an overview of the products that can be serviced according to the distributor capability:

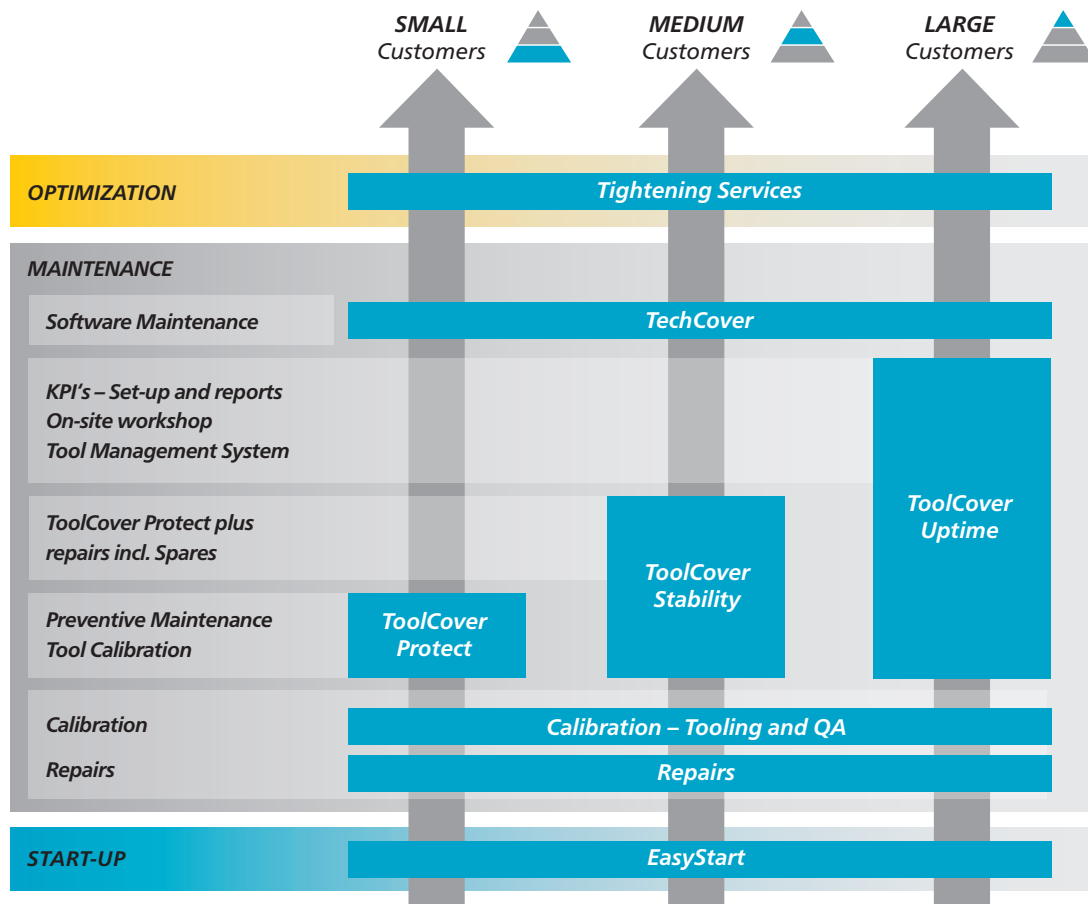
Business type	No own shop	Own shop	No partner
Sell products to end customer	YES	YES	YES
Sell spare parts to customer	YES	YES	YES
Repair pneumatic tools in own shop	NO	YES	N/A
Repair electric tools in own shop	NO	NO	N/A
Sell Atlas Copco calibration to end customer	YES	YES	YES
Sell Atlas Copco repairs to end customer	YES	YES	YES
Is able to initiate contracts between Atlas Copco and end customer	YES	YES	NO
Get commission on initiated contracts between Atlas Copco and end customer	YES	YES	NO
Service news	NO	YES	NO
Get repair training to do air repairs	NO	YES	NO
Get sales training to sell services	YES	YES	NO
Get special discount on spares	YES	YES	NO
Get special discount on services	YES	YES	NO
Marketing support from Atlas Copco	YES	YES	NO

For further information, please contact your appointed sales engineer (either equipment or service).



5.1 Service products

In this chapter there is a short summary of the service products that Atlas Copco can provide to our customers.



EasyStart

A trouble-free and efficient start of operations for your tightening system. Through a globally standardized and certified process for every step, from programming to training, you will get it right the first time, saving time and money.

Electrical tools:

Atlas Copco EasyStart a route to:

- Lower set up costs
- Reduced setup time
- Training of operators including certificate
- Calibrated tool from day one
- A globally standardized and proven process

Features and Benefits:

- Start up Pset programming
- Tool calibration before start of production
- Operator training including certificate
- Residual torque checks and run-off

Deliverables:

- Production up and running according to plan
- Calibration certificate
- Certificate of operator training
- EasyStart sign off report



Examples of EasyStart reports

Air assembly tools and material removal tools:

Atlas Copco EasyStart a route to:

- Improved productivity
- Quality through right installation
- Calibrated tools from day one (for assembly tools)
- Operator safety
- Cost efficiency
- A globally standardized and proven process

Features and benefits:

- Improved air pressure
- Optimized hose installation
- Right accessories installed
- Reduced leakage
- Safety awareness (Material removal tools)

Deliverables:

- Airline & accessories installation check
- Torque calibration report following global calibration software (pneumatic assembly tools)
- Residual torque checks and run-off
- Certificate of operator training
- EasyStart sign off report

Software:

Atlas Copco EasyStart a route to:

- Lower setup time & costs
- Trouble free and efficient start of your operations
- Right the 1st time
- A globally standardized and proven process

Deliverables:

- Remote installation and setup
- System configuration check
- Configuration backup and report creation
- User introductory training

Rapid Repair

With Rapid Repair, ensure damaged tools are quickly repaired and back in production with minimal administration, cost and inconvenience. With a predefined, easy and practical process, we take full care of the whole repair cycle – with a leading turnaround time from door to door. Rapid repair – because easy is both faster and less expensive.

Atlas Copco's Rapid Repair solution gives you:

- Minimized repair time
- Reduced administration
- Lower repair costs

Tool failures and repairs that follow, often lead to:

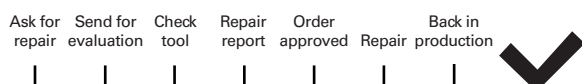
- Expensive and unpredictable repair costs
- Excessive administration costs
- Increased turnaround times
- Productivity losses

Deliverables:

- Predefined repair process with preset pricing for all Atlas Copco tool repairs
- Standardized and simplified process to save time, administration and total repair costs
- Professional quality compliance from your original manufacturer



Standard Corrective Service Process



Rapid Repair Process



ToolCover Protect

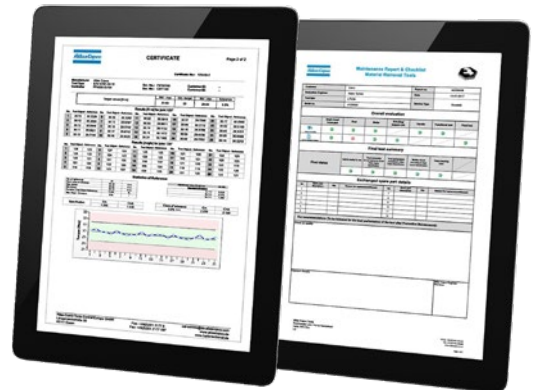
With ToolCover Protect, take care of your investments. Improve your overall productivity and prolong your warranty. All at a lower cost, using our globally certified service contract.

Atlas Copco's ToolCover Protect provides:

- Serviced and calibrated tools with extended equipment lifetime
- Reduction of online failures
- Reduced administration costs
- Improved product quality
- Lower total costs

Neglecting tool maintenance, often leads to:

- Quality defects in production
- Increased administration and maintenance resources
- Frequent and longer downtimes
- Decreased productivity
- Reduced equipment lifetime
- Loss of warranty



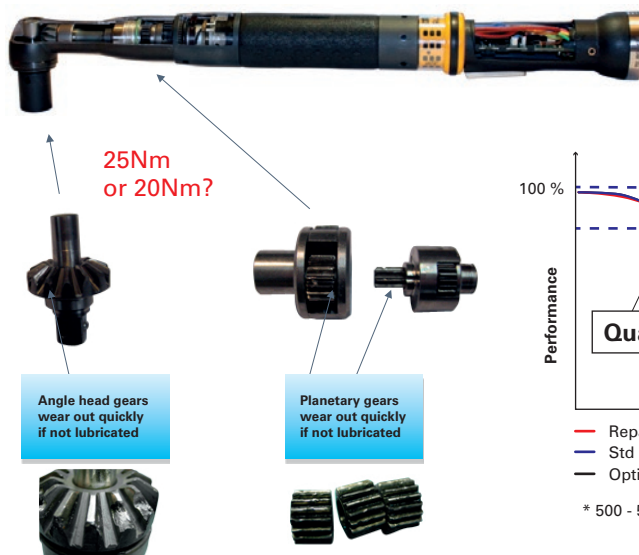
Examples of ToolCover reports

Deliverables:

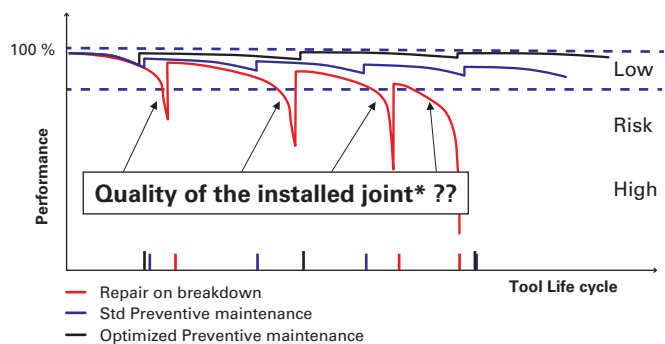
- Planned and structured preventive maintenance
- Ensured tool safety through our global processes
- Extended warranty
- Fixed and preplanned maintenance cost per tool

The importance of Preventive maintenance:

Risk of not performing service: "Unstable torque output" because gears have started to wear



Risk of not performing service:
„Unstable torque output“ because
gears have started to wear



* 500 - 50.000 cycles, before break down, The tool is out of specification

Calibration

An efficient way to control the quality of your production. Atlas Copco can supply quality assurance in production in compliance with quality requirements. With Atlas Copco accredited calibration labs we meet all local standards and requirements. Complete calibration service from one supplier supports cost savings in investments, administration, logistics, training, etc.

What is calibration?

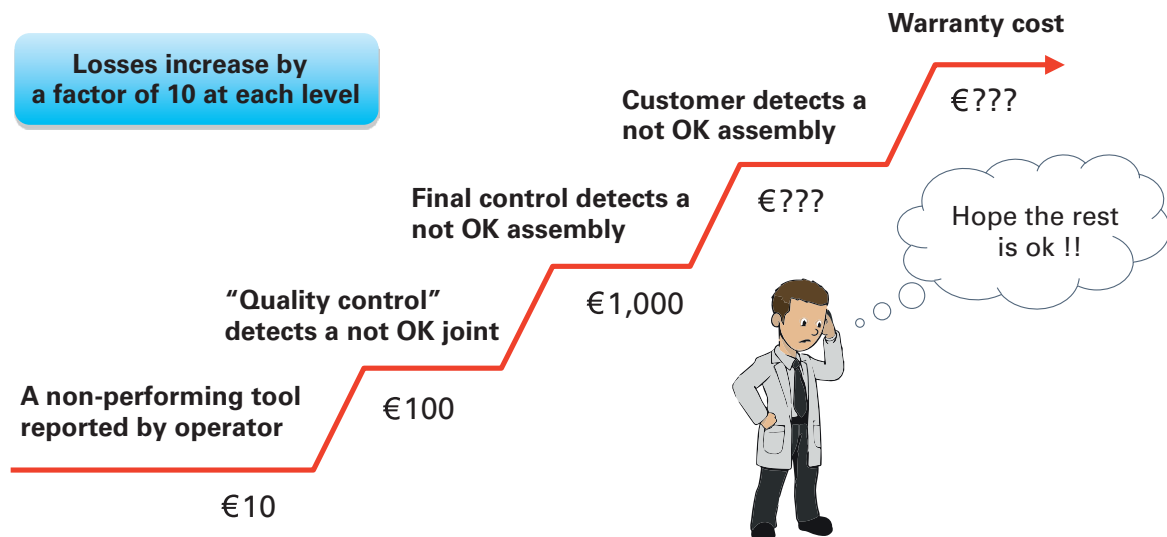
Comparing the delivered torque with a reference transducer.



- Calibration (Verification) is done to set correct output torque on an assembly tool.
- Capability measurement (ISO 5393) detect how the assembly tool torque output differ between a soft and hard joint.
- Accredited calibration are performed in accordance with defined norms and standards using validated procedures the lab performing the calibration have the calibration equipment traceable to a national standard.

Atlas Copco have their labs accredited and certified according to ISO 17025:2018. The performed accredited calibrations includes calibration of QA equipment (ACT, IRTT, QRTT, etc.), Torque Tools (from 0,05 up to 2000Nm) and calibration of Angle.

Quality cost of not having calibrated tools:



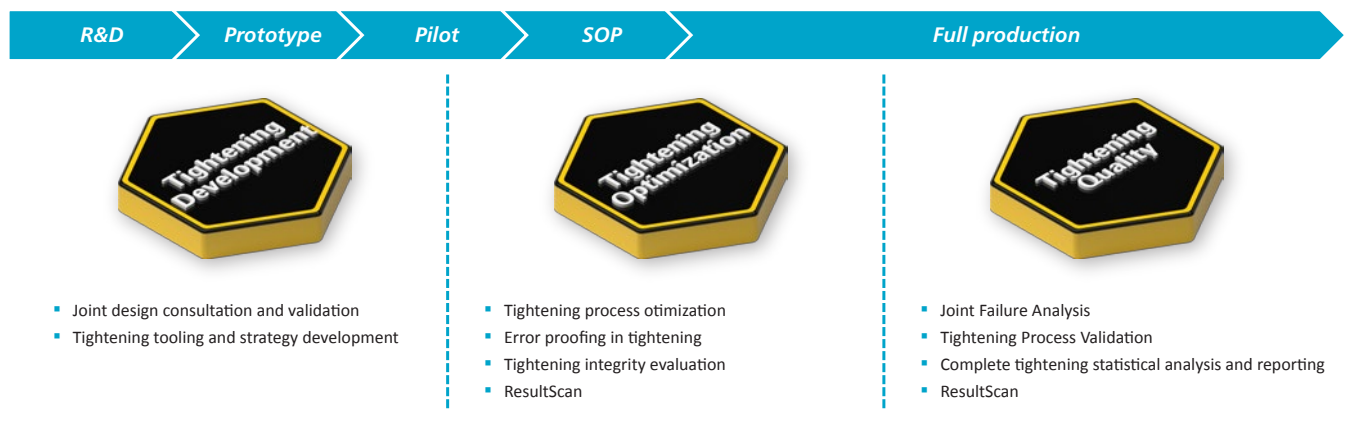
Deliverables

- Atlas Copco Tool Calibration* certificates following global and national standards
- Both lab and on-site calibration services
- Functional test before calibration
- Calibration including adjustment where applicable
- Performed only with traceable reference equipment
- Calibration due-date reminder
- Retrievable calibration certificates for at least 10 years

* Atlas Copco Tool Calibration service is always included in EasyStart and ToolCover.

Tightening Services

Tightening Services is unique tightening consulting solution that optimizes your tightening strategy from design (R&D) to mass production with our tightening laboratory and experts. We offer solution for each of the production phases.

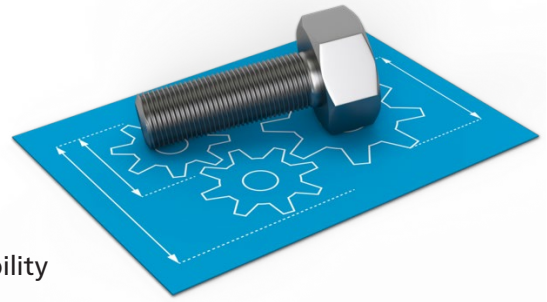


Tightening Development = Right from the start

- Improved first time joint quality
- Decreased design time
- Reduced risk of joint failure
- Reduced cost of warranty

Deliverables

- Tightening Development report
- Tightening strategy recommendation
- Tool specification recommendation to ensure process capability
- Field implementation (optional)



Tightening Optimization = Stabilize your tightening process

- Improved joint quality
- Increased productivity
- Reduced rework, warranty and recall costs
- Reduced risk of liability claim and damage of reputation

Deliverables

- Optimized tightening parameters by experts
- Error proofing in the tightening process
- Optimization report



Tightening Quality = Protect your joint integrity

- Reduced investigation time
- Reduced rework, warranty and recall costs
- Increased productivity
- Increased tightening quality

Deliverables

- Comprehensive analysis report by tightening experts (standard analyses report or specified by customer)
- Proactive solutions to prevent issues before they occur
- Field implementation (optional)

Training

Because your people and their knowledge are the most valuable asset you have!

Our trainings teach the correct use of Atlas Copco products. You will gain technical knowledge about hardware and software, as well as learning how to make productive use of the systems in your professional routine.

Our trainings have the highest proportion of practical content and include large amounts of group work, active exercises, co-operative learning and development of knowledge through individual learning and experience.

All our trainings have a specified focus such as tightening technique, for example. Our aim is to bridge the gap between theoretical knowledge and practical application. The contents of our trainings are conveyed in a way that enables sustainable and expedient use of knowledge in practical applications.

Trainings provided by us:

Product trainings:

- Tensor training
- QA training
- Micro torque training
- PLC and PowerMACS

Theory trainings:

- Basic tightening technique training
- Advanced tightening technique training
- Production optimization training
- Quality and IMS Training
- Calibration training
- Small maintenance training for pneumatic tools



Where is my Tool

Have your tool base under control. Where is my tool is a platform that gives you an overview of the Service status and history of equipment that have been through our workshop process.

Where Is My Tool

Access service status on a real-time basis and actively reduce processing times



Functionalities:

- Overview of the installed base
- Overview of next required preventive maintenance or calibration service
- Overview of historical service interactions per equipment including
 - Services per equipment
 - Service in and out date
 - Quotes for the service
 - Service reports
 - Calibration Certificates
- Overview of the current status in workshop process
 - Received in Atlas Copco process
 - Awaiting order from Customer
 - In repair process
 - Returned to customer
 - Tracking number logistics provider
 - Reminder / Notification function for
 - * *Calibration*
 - * *Maintenance*
 - * *Quote*
 - * *Receive & Send*
 - Self Service
 - * *Registration into the repair process*
 - * *Order upload*



Where Is My Tool?

Access service status on a real-time basis and actively reduce processing times



Register tools online in advance and send-in of tools



Receive and inspection at the workshop



Cost estimate needed? Request and approve quotation online



Processing and return shipment

AirScan

The key values of the AirScan is stated below.

Energy efficiency

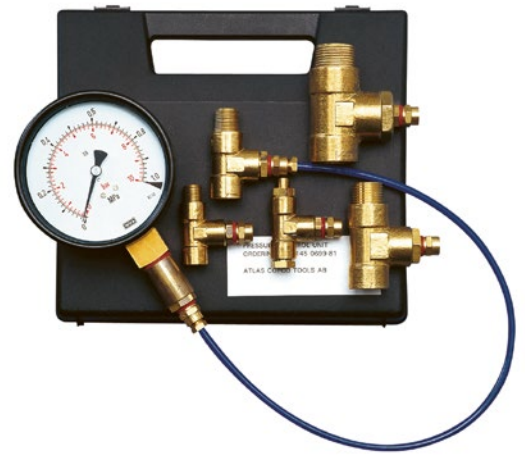
- Detect and prevent unnecessary consumption of air = unnecessary consumption of el. Energy
- Recommends proper air accessories
- Minimize pressure drop
- Extend tool lifetime

Productivity

- Correct air flow for tool
- Increase performance of the tool
- Decrease working time per operation

Installation

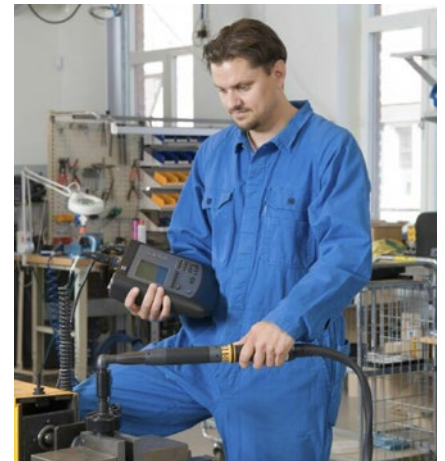
- Points out correct installation of components



ToolScan

Performed on customer site. We test the status /performance on each tool. An experienced service technician utilizing our latest tool maintenance and test equipment. A report is produced in our ToolScan™ SW after each visit.

ToolScan™ is based upon a fixed price/tool or station and visit.



Service for bolting

Below are the options that we can offer for service for Atlas Copco bolting products:

1. Repair or maintenance RT tools (include no. 6)
2. Repair or maintenance RTX tools (include no. 6)
3. Repair or maintenance RL module
4. Repair or maintenance hydraulic pump
5. Test and verification to one gauge
6. Test and verification of a hydraulic torque wrench
7. Test and verification of hydraulic hoses
8. Express repair
9. Repair or maintenance of CTST, Airbac, Compact Tensioners



5.2 How to sell service

How to sell service

To start selling service to a customer it is important to start with networking. It is important to meet people from different departments as R&D, maintenance, quality, HR, production etc. It could be that different department have different needs and goals. Start selling small and increase because the first sales is the most difficult. It is not good with free of charge service because then the customer don't see the value of service. Keep track of ABC joints (A = Safety critical joints, B= Quality critical joints and C= Non critical joints). Start with selling service to tools operating with A joints.

Keep in contact with purchasing department. Use other sales argument for purchasing department then production department. For purchasing department it is good to show financial benefits, as lower repair cost, less scrap etc. Some customers can have logistics problems, so double check this if the customer will send the tools. Always be transparent of what we can perform and what we cannot, never oversell.

Always think that tools always should be sold with service. It is easier to sell service with the tool then after the tools sales. Also if the tool is sold with service it will be a package with all service that the customer needs. Then the offer will be stronger also against tools competitor.

Ask what the customers future goals are, is it increased efficiency, higher quality, decreased scarp etc. Select the customer values that are important for that customer. Try to solve the customer's unique problem. The more adjusted the service product is to the customers problem the more likely you are to sell it.

Present all service products to the customer so that they then can decide what could be interesting for them. Be prepared for that the discussion might go from one service product to another so be knowledgeable about all our products that we have. Focus on a few customers and have a sales strategy. Discuss with Atlas Copco service sales engineer and make a plan for the service sales.

Make joint visits with Service sales engineer if possible. This might discover many new service opportunities. The more service you manage to sell the higher chance you have of selling also tools in the future. Use „awareness“ sales approach“ by asking questions about customers production and making the customer aware that he could do some improvements of the production.



Training

The easiest service product to sell. If the customer have high fluctuation of people trainings are good. Even if the customer say that the production is running without problems this is most probably not true. It is production blindness and for this training is needed. Some companies are pushing their employees to go to trainings, so find out if this is the case at your customer. Always make the customer pay for the training and push the customer to not do the training on customer site.

Training is the first step for transformation, both within service and tools. To sell training you need to promote it, discuss and present the value. Push that Atlas Copco have skilled engineers with a lot of experience from dealing with our tools. Offer this service product when the customer calls about problems with tightening



strategy, settings with the controller etc. Ask if the customer know how to use their tools and if they feel confident in programming it. You will notice quite fast if the customer knows what he is talking about. Do not forget who the decision maker is about training order, how the approval flow looks like at customer (sometimes production/maintenance/engineering require training but HR have the budget).

Tightening Services

Tightening Optimization can be a result from training. Before training customer thinks that they can solve the tightening problems themselves. Tightening Optimization helps to build relationship with the customer. To be sold when the customer have tightening problems, material problems, problems when changing the product or lost Pset. To sell Tightening Services good customer relationship is required. Customer needs to trust that we can help them. Especially when they are showing their production problems. Focus on customer bottleneck because this is the most important problem for customer to solve.



Calibrations

Calibration has the most value for the customer if it is combined with Preventive maintenance in a ToolCover contract. Usually GI customer have Quality Assurance equipment that we can calibrate. A good way to get the foot inside the door at new customers. Calibration is recommended in product instructions for our tools. Calibration show if there is some problem with the tool and be detected at customer site before the final customer discover the problem.



Ask your customers' customer if they need calibration.

All A joints should be calibrated. Explain that the tools have an electrical part and a mechanical part. And with usage this mechanical parts gets worn. Calibrations checks that the whole tool is performing as planned. Also follow up old calibration certificates. Calibration is easier to resell then look for new opportunity.

ToolCover

Before starting to sell ToolCover, always start with training. Start at the beginning of the year to select a few customers and use proactive sales. Use 4 panel/A3 (Service sales engineer will explain what it is) to show value to the customer. Start with a few tools and then extend. Start with the most critical tools. Show value after every year. Customer with many repairs, or have high quality standards are good customer for selling ToolCover. Keep track of the KPI (Key performance indicators) for the customers. What are the KPI that the customer wants to improve?



Remember that ToolCover removes the admin from the customer. Customer can sleep well and know that their tools are regularly checked. ToolCover is usually sold for tools that are relatively new (usually up to one year old). Explain that the tools have an electrical part and a mechanical part. And with usage this mechanical part gets worn. With Preventive maintenance the mechanical parts (gearing, angle head etc.) are greased and a service kit is exchanged and limits the wear of the tool. With this you can extend the lifetime of the tool. When ToolCover opportunity is discovered always discuss with Service sales engineer. To sell a ToolCover contract can take long time but if it is sold this helps build relationship with the customer and also make tools sales easier.

For pneumatic tools start with ToolScan/ AirScan (see below information). After ToolScan/AirScan the ToolCover contract can be discussed. The main value for the customer is that the customer knows the maintenance status of the tools and the administration for the customer is reduced.

EasyStart

Low price for the customer to give them a feeling for our service. Calibration and installation from the beginning. Eliminates many additional questions after the tool sales. Always put EasyStart as an alternative with the tools sale. If not included in the first quote it is almost impossible to sell. Make an extra effort in presenting the value of EasyStart with the new tools. Extra important to sell to new customer so that they have the system running from the beginning. Otherwise it can happen that the unused system is standing in boxes at customer site. Not good! Also remember to specify what will be included in EasyStart i.e. number of Psets, communication, tightening strategy etc.



ToolScan and AirScan for pneumatic tools

For customer with many pneumatic tools should regularly check the tools dynamic and static pressure. If the customer is not regularly testing this, ToolScan/AirScan can be a good service product. Because even if the static pressure is ok it does not mean that the dynamic pressure is ok. If the customer is sending many tools for repair it can be a sign that air installation at customer is not correct installed. Collect information from the customer and discuss the potential risk by not having a correct installed airline.





6.1 Communication Principles

All communication between the distributor and Atlas Copco will be done via the appointed Sales Engineer responsible for the account. He will be the contact person to handle all queries and he will be responsible to distribute the information inside the organization.

The first line of escalation is the Team Leader responsible for the country, the second level of escalation is the Business Line Manager from General Industry and the third and last level of escalation on the Customer Center Eastern Europe is the General Manager.


In case the Distributor is a Certified Service Partner (CSP), a Sales Service Engineer will be also assign to support the Distributor in the service matters.

Upon previous agreement, the distributor may contact the supporting functions directly keeping the appointed Sales Engineer in the copy of communication.

All visual communication of distributor must follow the Atlas Copco brand identity manual for distributors. It is available on My Atlas Copco or can be provided upon request by Marketing communication department of Atlas Copco.

6.2 Communication map

Atlas Copco websites



CONTACTATLAS COPCO WORLDWIDE


Atlas Copco Serbia

JobsNews

About usJobsNewsProducts and solutions

How can we help you?


Search here



Air compressors and industrial gases

- > Compressors
- > Service and Parts
- > Industry applications

> Read more




Vakumska rešenja

Vakum pumpe sa fiksnim brojem obrtaja, kao i vakum pumpe sa frekventnom regulacijom, sistemi, dodaci i servis za različite industrijske primene

- > Zatraži ponudu
- > Pogledajte proizvode
- > Zakažite servis
- > Postanite partner


> Pročitajte još...



Industrial Tools & Solutions

- > Products
- > Request a quote
- > Industrial Assembly Solutions
- > Service


> Read more



Power Technique

- > Mobile compressors
- > Generators
- > Hand Held Tools
- > Light towers
- > Pumps
- > Service

> Read more




Rental 24/7 reliable solutions

Minimize downtime and maximize production with our temporary air, nitrogen, steam and power rental solutions.

Call +306948237703

> Read more



Home of Industrial Ideas

Great ideas drive development. We have been turning industrial ideas into business-critical benefits since 1873.

> Watch our film series to learn more.

Choose your country and find your contacts



Atlas Copco Smart Portal

Smart Portal is replacing Shop Online, our previous platform for placing orders.

Smart Portal is a platform that will allow you not only to order products as per agreed discount but will also allow a much easier user experience such as:

- *product browsing*
- *cross-selling and up-selling options*
- *centralize point to download technical information*

Link to
training material
on how to use
Smart Portal



Industrial tools and solutions

Explore our range of solutions

Categories

[Assembly Tools and Solutions](#)
[Bolting Solutions](#)
[Material Removal Tools](#)
[Motor Solutions](#)
[Quality Assurance](#)
[Service](#)
[Workstation Solutions](#)
[Accessories](#)

Assembly Tools and Solutions



Geared Front Attachments



Torque Controllers



Error-proofing Solutions



Electric Assembly Tools



Manual Torque Wrenches

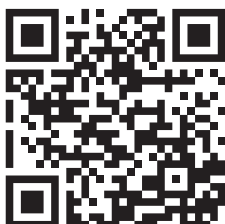


Fixtured Assembly Solutions

Smart Portal access EN



Smart Portal access PL



Smart Portal access CZ



Smart Portal access SK











Smart Portal access HU



Learning Link

Learning Link, our Learning Management System, offers a learning experience with reliable, easy-to-use tools and functionality that increases opportunities to access our learning and development resources at work, from home or on the road. You have access to develop your product knowledge, sales and soft skills. Competence development will lead to higher sales hit rate, team and customer satisfaction.

 <p>Online Class</p> <p>Sales: Business to Consumer Online Sales</p> <p>1 hour, 21 minutes</p> <p>...</p>	 <p>Online Class</p> <p>Technical Sales: The Role of the Sales</p> <p>Completed</p> <p>... View Completion Page</p>	 <p>Online Class</p> <p>Salesforce Administrator Cert Prep: 3 Sales,</p> <p>2 hours, 3 minutes</p> <p>... ★★★★★</p>	 <p>Online Class</p> <p>Sales: Closing Strategies</p> <p>38 minutes</p> <p>... ★★★★★</p>
 <p>Online Class</p> <p>Sales: Practical Techniques</p> <p>1 hour, 49 minutes</p> <p>... ★★★★★</p>	 <p>Online Class</p> <p>Sales: Handling Objections</p> <p>38 minutes</p> <p>... ★★★★★</p>	 <p>Online Class</p> <p>Sales: Customer Success</p> <p>58 minutes</p> <p>... ★★★★★</p>	 <p>Online Class</p> <p>Sales: Referral Selling</p> <p>54 minutes</p> <p>... ★★★★★</p>



CCEE ACTA GO - up-to-date informations about products


In order to stay First in Mind First in Choice proper and up-to-date information is crucial in today's world. We wanted that you as our partners have access to the same information as our own direct sales team in order to support you in sales process and competence development. As solution, CCEE Product marketing team created CCEE ACTA GO, the local site where information relevant for local customer centers are shared. It is intended for publishing marketing and product news as well as sharing updates on the delivery situation, there are available also materials for download like sales and technical presentations, leaflets, brochures, movies and pictures. It is also used as local communication for local systems, way of working, local activities, local trainings, etc.


CCEE ACTA Go is organized in a couple of areas to make it more user-friendly. With quick links to for example delivery situation, ServAid, Software center, Demo stock. Content is also organized in different product families, so information about the delivery situation, responsible product marketing manager or local service support could be found easily. Each section is also divided into Critical updates and Marketing&Technical updates depending on business impact.


If you would have more questions or need support with access, please contact Sergiu Lupean.


CCEE ACTA GO


Latest Marketing News, Customer Center
Eastern Europe


 Delivery situation

 Innovation Center Booking

 Public ServAid

 Internal Software Center (VPN)

 Items for sales

 QCM

Product Sections

Critical Updates

[See all](#)

Marketing and Technical Updates



My Atlas Copco - online www portal for distributors

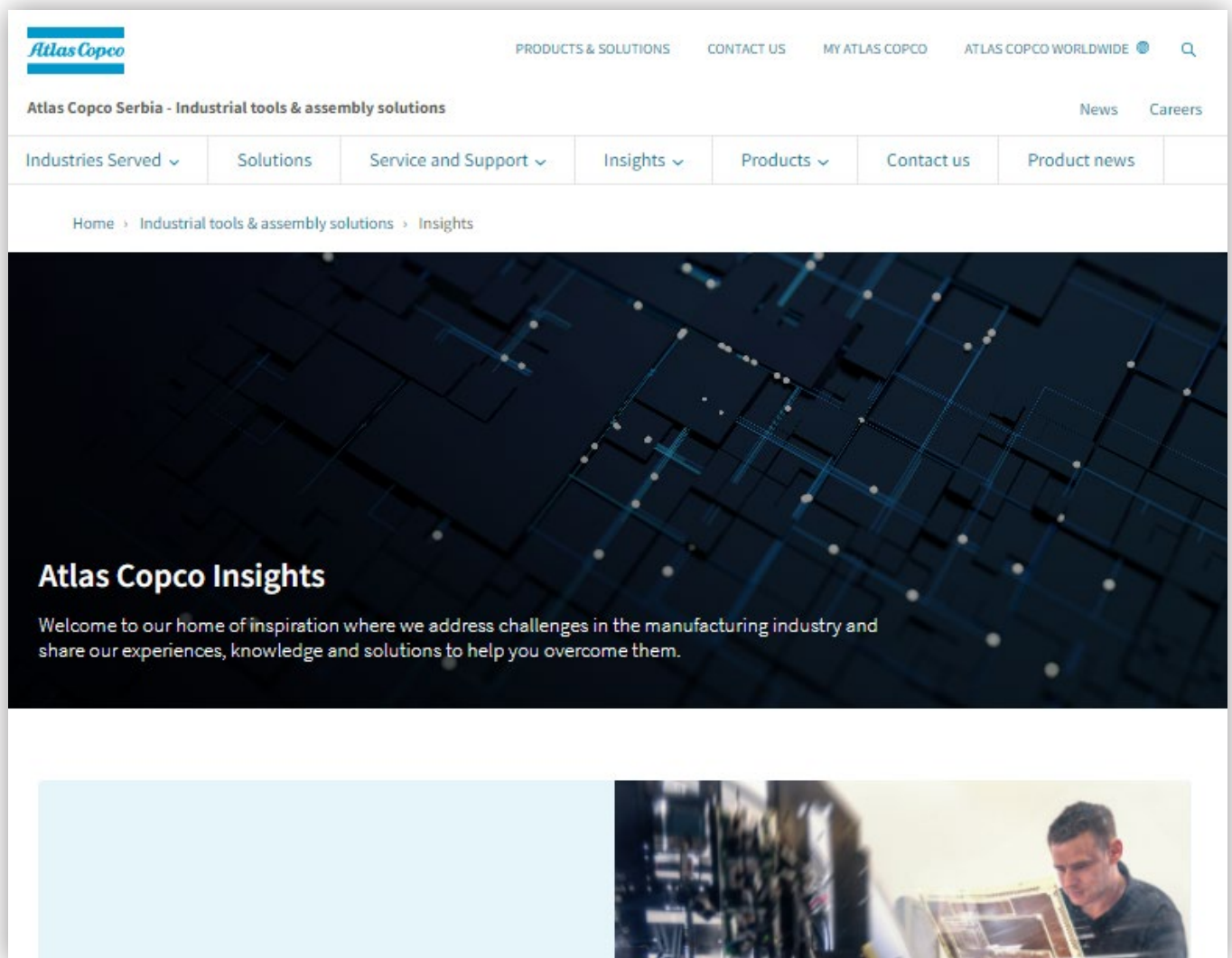
Secured portal My Atlas Copco is available from 2019. It provides secured access to information valid for Atlas Copco's authorized distributors.

The screenshot shows the 'My Atlas Copco' portal for 'Atlas Copco Serbia - Industrial tools & assembly solutions'. The top navigation bar includes 'PRODUCTS & SOLUTIONS', 'CONTACT US', 'MY ATLAS COPCO' (highlighted with a red circle), 'LOGIN', and 'ATLAS COPCO WORLDWIDE'. Below this is a secondary navigation bar with 'Industries Served', 'Solutions', 'Service and Support', 'Insights', 'Products', 'Contact us', and 'Product news'. The main content area features a large blue banner for the 'Distributor meeting 2023' with the text: 'Welcome to annual meeting! After 2 years when we met just virtually, this time we will meet personally. We are excited to see you soon! Date: 1.3.2023 Place: SK, Bratislava'. To the right of the banner is a photo of industrial machinery. Below the banner is a grid of six tiles: 'Service' (with a gear icon), 'Product news' (with a wrench icon), 'Digital Catalogue' (yellow background), 'Shop online' (with a tablet icon), 'Training' (with a group of people icon), 'Contact us' (with a person icon), 'Social Media Hacks' (with the text 'Increase your reaches'), and 'LinkedIn Tips & Tricks' (yellow background).

You can reach the secure section of My Atlas Copco easily via top navigation menu within Atlas Copco local site under Industrial Technique section.

Atlas Copco Insights

Specialized corner with webinars invitations, white papers, pocket guides, videos, stories etc.



You can reach the Insights easily via top navigation menu within Atlas Copco local site under Industrial Technique section.

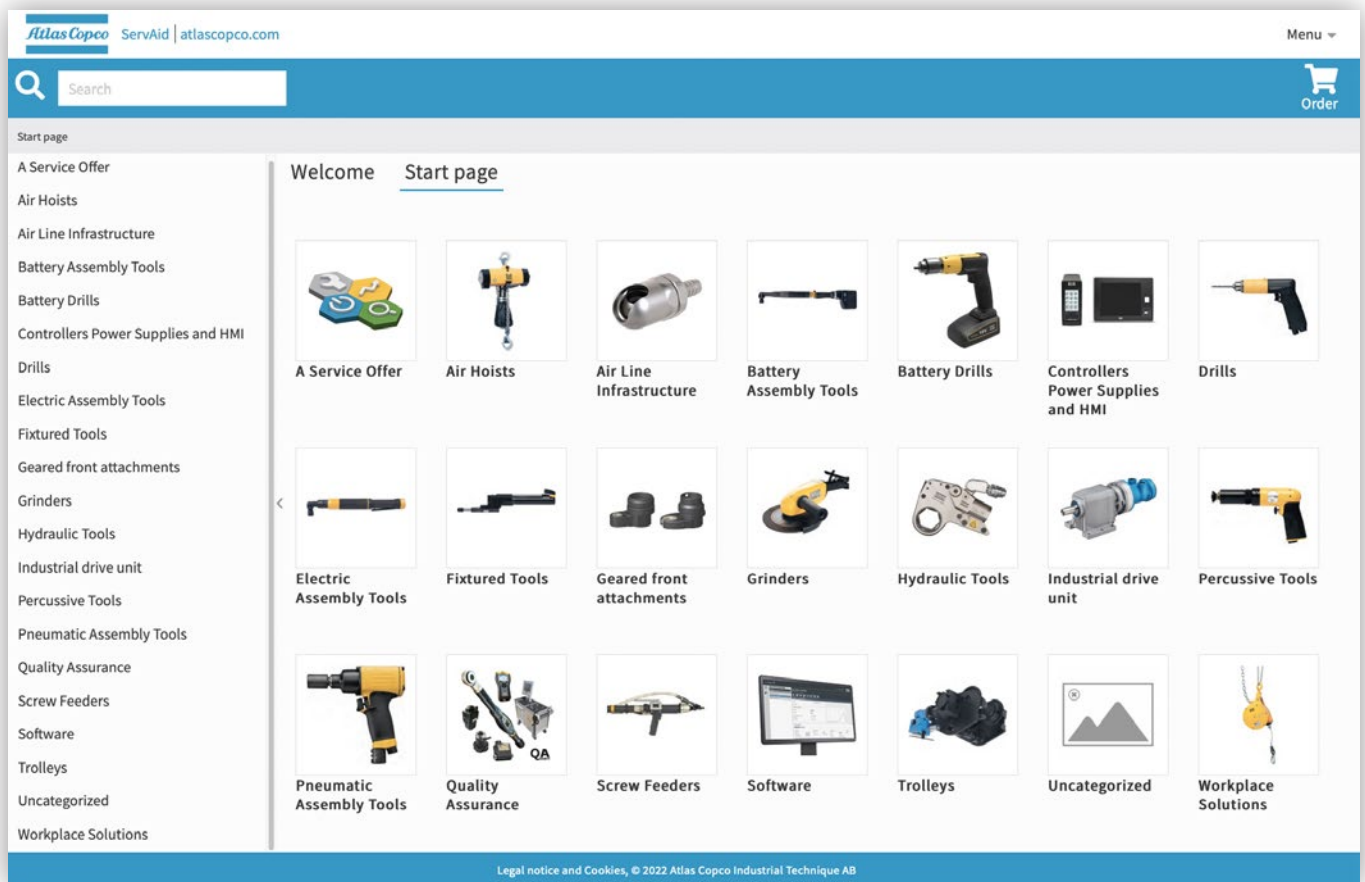
A place to share knowledge & expertise

Insights is the place on our website where we place our thought leadership content in written format that address our customers issues and problems to be found by search or by browsing the website. Extend the internal expertise and competence that we share daily to our digital channels.

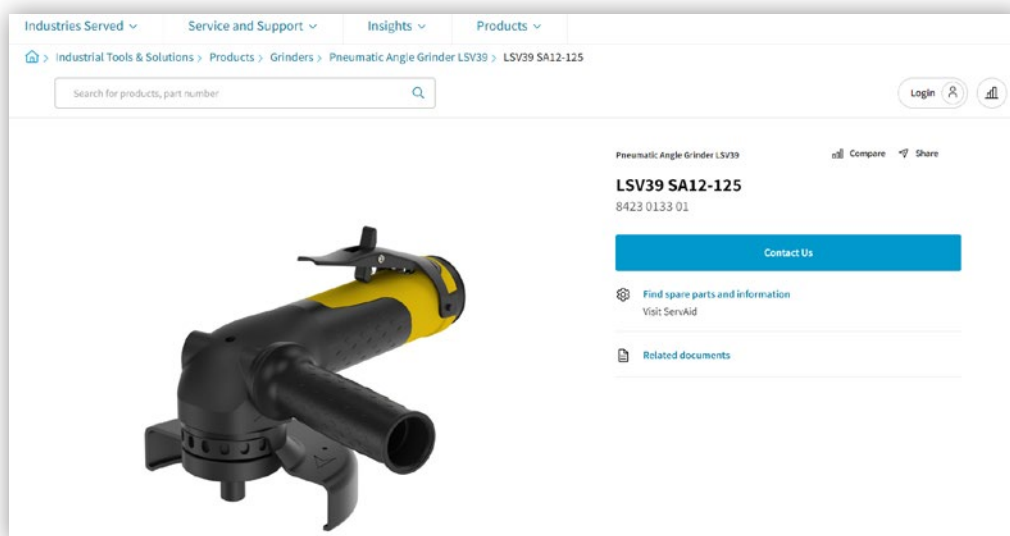


ServAid

Easy access to information about spare parts, accessories, technical data, manuals, safety information including CE-declarations and more.



Information for specific product can be easily reached also from Smart Portal product page.



Atlas Copco

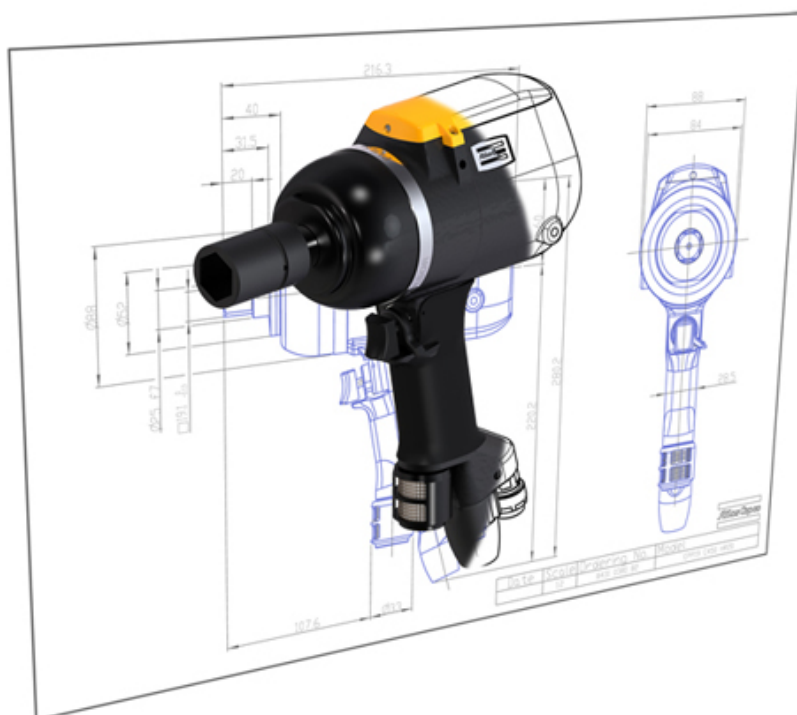
- + Air Motors
- + Air assembly tools
- + Material removal
- + Electric assembly tools
- + Battery tools
- + Customized Solutions
- + Fixtured applications
- + Hoists and Trolleys
- + Tool Accessories
- + QAT
- + QIF
- + PRO
- + Hydraulic Wrench
- + Synatec




Dimensional drawings

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[Search](#) [Help](#)



Certificate database



the **webbox**

Test Certificates

Serial no

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Welcome to the download page for:

1. [Test Certificates](#)¹
2. [Test Certificates and Tool Parameter files for MicroTorque](#)²
3. [Test Certificates for QAT-products](#)
4. [Test Certificates for Geared Front Attachments](#)
5. [RBU License Agreements](#)
6. [Special Spindle files](#)
7. [Screw Feeding](#)

¹Available test certificates tools: Tensor S/ST/STB/SL/DS/DL, QST and ETX
Available test certificates controllers: Power Focus 3100/4000

²Contains files for systems produced as of June 2010

For help, please reach out to your local Atlas Copco contact or
create a request to *Tech Center Electric Assembly* in [Workfront](#)

[Legal notice and cookies](#)



Demo Tools

If you need to demonstrate to your customers the capability of our solutions please reach out to your Atlas Copco contact person, we can support your actions with demo tools.



Photo and video gallery

[What's new?](#) | [Atlas Copco Group photo and video gallery](#) | [FAQ](#) | [Contact & Permission](#) |

Atlas Copco photo and video gallery

What are you looking for?

tensor

Search

Sort your results on

Relevancy

Descending

View

24
ASSETS SHOWN

250+
TOTAL

View only

☐ Images (490)

☐ Videos (1)

Filter on

☒ Industrial Tools & Solutions (939)

☐ Compressor Technique (165)

Tensor ETP SB33-12-106-IRC-B

Size	Res.	Type
57.3 MB	4252 x 4704	IMAGE

Tensor Revo ST

Size	Res.	Type
6.8 MB	5184 x 3456	IMAGE

Tensor ST Revo ETP ST101-2000-38-F

Size	Res.	Type
72.3 MB	6072 x 4160	IMAGE

Tensor ST with barcode scanner

Size	Res.	Type
18.8 MB	2215 x 2953	IMAGE

Tensor ST with parameter set selector

Size	Res.	Type
36.9 MB	3106 x 4134	IMAGE

SMC / Tensor ES

Size	Res.	Type
16.6 MB	4724 x 3150	IMAGE



The Profile Store

The Profile Store is an online shop for easy selection and order of Atlas Copco branded items. Registration needed.

Atlas Copco

the Profile Store®

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Welcome! Look around the shop as a Guest or Click Login / Create Account at top bar to see the full assortment!









Categories

New Arrivals

Office

Collections

Clothing

Workwear

Glass & Design

Give Aways

Tools & Gadgets


Last Chance!

All Branded Items



The PrintShop

The Print Shop is an online shop for printed marketing materials, as leaflets, brochures, catalogues. You can easily place the order of leaflets or download the pdf versions (low resolution files available without registration, high resolution files available after logging into the platform).

The Print Shop | atlascopco.com

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Product area

All ▾

Product group

All ▾

Document type

Sales Material ▾

Paper size

All ▾

Language

All ▾

Clear all

Search

Welcome


Atlas Copco Print Shop

Sales Material and Technical Documentation

Welcome to Atlas Copco Print Shop.
Here you can download PDF files of all our product brochures and technical documentation.
Use the search fields to find the files you are looking for.

Brochures and other material regarding Drilling Solutions, Geotechnical engineering and exploration products, Hydraulic Attachment Tools, Mining and Rock Excavation Service, Rock Drilling Tools, Surface and Exploration Drilling and Underground Rock Excavation are now found on <http://www.podshop.se/epiro/>

Internal users can obtain access to additional functions by login, such as finding internal publications and ordering.





Youtube

Connect with Atlas Copco Industrial Technique divisional YouTube channel to find latest videos.

The screenshot shows the YouTube channel page for 'Atlas Copco Industrial Tools & Solutions'. The header includes the YouTube logo, a search bar, and navigation icons. The channel name is 'Atlas Copco Industrial Tools & Solutions' with a 'Subscribed' button and '1,040' subscribers. The main video featured is 'Ergonomics and productivity in perfect harmony in Atlas Copco die grinders!' by Atlas Copco Industrial Tools & Solutions, posted 1 year ago with 4,581 views. The video description states: 'This is where you will get a great general explanation of how it works with vibrations in precision grinding, and ho...'. The video thumbnail shows a die grinder with the text 'ERGONOMICS AND PRODUCTIVITY IN PERFECT HARMONY' and 'ATLAS COPCO DIE GRINDER SERIES 1:34'. Below the main video, there are three sections: 'Products & Applications' with three video thumbnails (Automotive, Electronics, Assembly solutions) and 'Service' with two video thumbnails (Calibration, Service Solutions). The right sidebar shows 'Related channels' with 'Atlas Copco Compr...' and a 'Subscribed' button. A QR code is located at the bottom right of the page.

Atlas Copco Industrial Tools & Solutions ✓ Subscribed 1,040

Home Videos Playlists Channels About

Ergonomics and productivity in perfect harmony in Atlas Copco die grinders!
Atlas Copco Industrial Tools & Solutions
1 year ago • 4,581 views
This is where you will get a great general explanation of how it works with vibrations in precision grinding, and ho...

Related channels
Atlas Copco Compr...
Subscribed

Products & Applications

- Automotive**
Atlas Copco Industrial Tools & Solutions
7 VIDEOS
- Electronics**
Atlas Copco Industrial Tools & Solutions
BATCH CONTROL VIDEOS
- Assembly solutions**
Atlas Copco Industrial Tools & Solutions
TOOLS TALK PRESS SOFT PLC 44 VIDEOS

Service

- Calibration**
Atlas Copco Industrial Tools & Solutions
2 VIDEOS
- Service Solutions**
Atlas Copco Industrial Tools & Solutions
12 VIDEOS



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<https://www.facebook.com/atlascopecoromania/>



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<https://www.youtube.com/@atlascopeceskarepublika>



<https://www.youtube.com/@platlascopeco>



<https://www.youtube.com/@atlascopeco-magyarország>

Notes:



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