

SERVICE PARTS

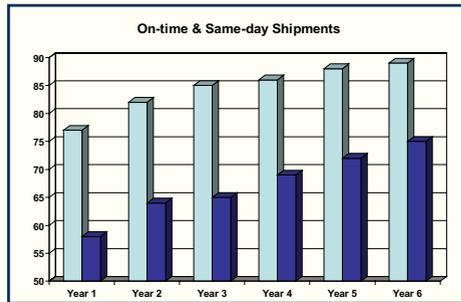
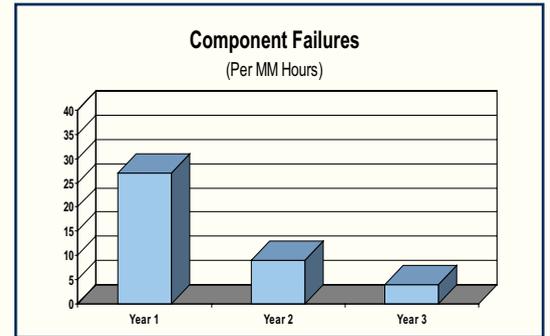
PRECISION DRIVES PERFORMANCE...



CARD-MONROE CORP.
CREATING POSSIBILITIES...

CONTINUOUS IMPROVEMENT

CMC has always had the reputation for building the best tufting machines in the industry, but we know you can't rest on past success. That's why we are so intent on listening to you for feedback and for an honest assessment of our performance. We also audit internally to learn where opportunities hide. For instance, when we saw a field issue with a component assembly, we went to work analyzing the failure mode. The design was revised and assembly methods changed. The result was a 300% improvement in component reliability.



ON-TIME DELIVERY

We stock over 5,000 parts to support your tufting operations. Parts in stock are usually delivered the same day you call, and parts we have to manufacture are often made that night for delivery the next day. We are very adept at not only ensuring that you get the best part, but the right part too. We track and measure our customer service performance and review it every day to ensure that we are living up to your expectations.



CUSTOMER CARE

Personal attention is part of the CMC difference. Our Customer Care team of dedicated professionals has the experience and resources to help you get the parts you want when you want them. Our commitment to you, the carpet, rug, and turf tufting industry, is "one-call resolution of your problem" and "one-day shipment of your parts order".



Not sure what part you need? Call us at 1.423.842.3312 or toll free at 1.800.262.8327 and we will help you determine the right part. Our service technicians can also help you diagnose any problem and install the required parts as well.