Service

A first glance
With Graf products, customers can focus on their core business and benefit from advantages such as long lifetimes and maximum yield of materials. These customers rely on the Graf quality standards.

**Sustainable and reliable services:**
- Certification in accordance with DIN EN ISO 9001:2015
- Quality control as an integrated process at Graf, both in production and in the laboratory
- Process security due to high vertical integration
- Ongoing training of the specialists
- Independently developed machinery
Customers not only benefit from a comprehensive range of products and services, including technical assistance, but also from a global sales and service network that guarantees proximity to the customers.

A professional team of consultants is available to customers and partners at any time as a direct and initial point of contact with Graf. As technical specialists, they carry the expertise into the markets and consult customers individually, based on their needs.

However, it is not just the specialists, but also the professional service stations in 21 of the world’s most important textile regions that guarantee fast reaction times for new installations, maintenance and servicing work as well as for emergencies.

Graf has maintained a modern training and service center for product and service training in Rapperswil, Switzerland since the beginning of 2016. Equipped with the latest machines, it is possible to thoroughly train employees, partners and customers at any time. In addition, services can be provided to customers in neighboring countries.

A service network that spans the globe guarantees fast and uncomplicated on-site service to the customers.