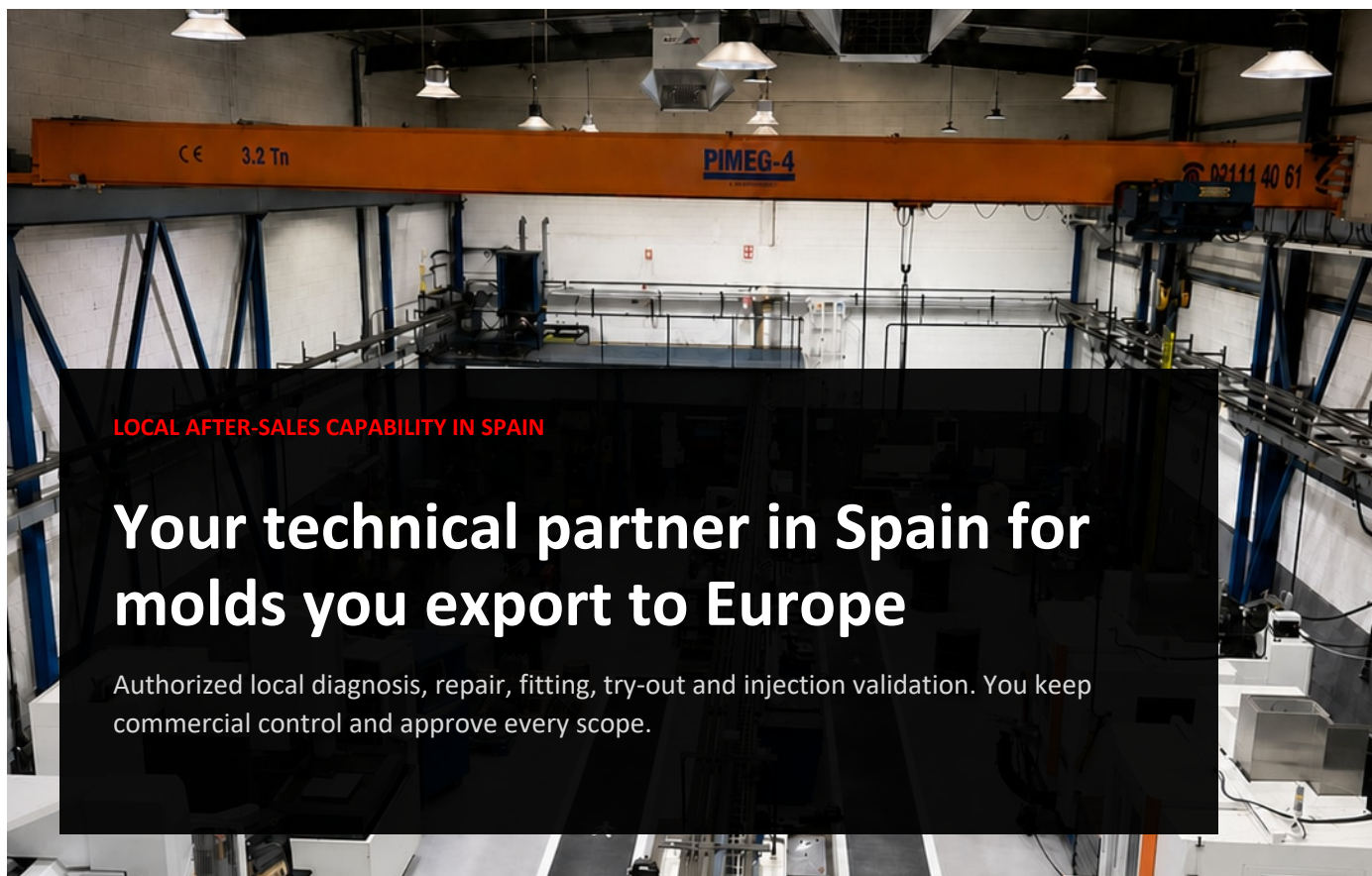


**LOCAL AFTER-SALES CAPABILITY IN SPAIN**

# Your technical partner in Spain for molds you export to Europe

Authorized local diagnosis, repair, fitting, try-out and injection validation. You keep commercial control and approve every scope.

## Your customer remains yours. Your technical capacity becomes local.

**01**

You remain the commercial lead

**02**

We define the technical route together

**03**

You approve scope and cost

**04**

We report every intervention

**Since 1992**

Precision moldmaking

**1,600 m<sup>2</sup>**

Facility in Barcelona

**5,500 h/month**

Published capacity

**Since 2004**

Spain-China projects

**WHAT SLTP IS**

SLTP is ITM's local after-sales technical support service for injection molds built by Chinese manufacturers and delivered to Spain or Europe. It is a real engineering partnership, not a sales office, distributor or replacement supplier.

## A REAL ENGINEERING PARTNERSHIP

# Use the best combination of China and Spain for each case

Your team contributes the original mold knowledge. ITM contributes local diagnosis and execution. Together we compare technical risk, lead time and total delivered cost before deciding where each task should be performed.

**YOUR TEAM IN CHINA****Original knowledge and commercial control**

- Mold design history and manufacturing know-how
- Component manufacture when China is the best route
- Warranty decision and customer communication

**ITM IN SPAIN****Local diagnosis, execution and evidence**

- Repair, machining, welding, fitting and adjustment
- Try-out, troubleshooting and injection validation
- Findings, actions and technical report to manufacturer

**JOINT DECISION · TECHNICAL RISK · LEAD TIME · TOTAL DELIVERED COST****TRUST & NON-INTERFERENCE**

**We support your mold. We do not interfere with your customer relationship.**

- No end-customer contact without authorization
- No corrective work without written approval
- NDA-friendly workflows
- Confidential or white-label execution by agreement

**THREE WAYS TO ENGAGE****SINGLE REQUEST****On Demand**

- No recurring commitment
- Joint diagnosis and route comparison
- Diagnosis and engineering billed by the hour

**STRUCTURED AFTER-SALES****Warranty**

- Agreed intake and communication rules
- Diagnostic report and proposal included
- Confidential execution available by agreement

**RECURRING PARTNERSHIP****Partner**

- Ongoing local technical capability
- Response and escalation model
- White-label support available by agreement

## INDUSTRIAL PROOF IN SPAIN

## Established capacity behind every SLTP request

SLTP is executed through ITM's existing moldmaking and injection facilities in Pallesa, Barcelona, supported by an ISO 9001:2015 certified quality management system.



| REPAIR                   | MACHINING                    | WELDING                         | TRY-OUT                    |
|--------------------------|------------------------------|---------------------------------|----------------------------|
| Mold repair and redesign | 5-axis CNC, EDM and wire EDM | Controlled laser repair support | ENGEL injection validation |

## CONTROLLED CASE FLOW

| 01            | 02               | 03              | 04             | 05               | 06              |
|---------------|------------------|-----------------|----------------|------------------|-----------------|
| Case received | Technical review | Routes compared | Scope and cost | Written approval | Work and report |

## LOW-FRICTION FIRST STEP

### Send us your Europe support scenario

No active incident is required. Share a current case, a future warranty need or the support model your export team is considering.

[info@itm-moldes.com](mailto:info@itm-moldes.com) · +34 93 278 16 87  
[sltp.itm-moldes.com](http://sltp.itm-moldes.com)





为出口欧洲的中国注塑模具企业提供

## 您在西班牙的本地模具技术团队，服务出口欧洲的注塑模具

在西班牙提供经授权的诊断、维修、装配、试模及注塑验证。客户关系、工作范围和最终决策始终由贵司掌控。

客户关系始终属于贵司，本地技术能力由我们补充。

01

贵司保持商业主导

02

双方共同确定技术路线

03

贵司书面批准范围与费用

04

每次介入均向贵司报告

**始于 1992**

精密模具制造经验

**1,600 m<sup>2</sup>**

巴塞罗那自有工厂

**5,500 小时/月**

公开生产能力

**始于 2004**

中国-西班牙项目经验

### SLTP 是什么

SLTP 是 ITM 面向中国注塑模具制造商提供的西班牙本地售后技术支持，适用于已交付西班牙或欧洲的模具。我们不是销售代理、经销商或替代供应商，而是贵司授权的本地技术协作方。

## 真正的中西协同工程合作

## 根据每个项目，选择中国与西班牙的最佳组合

贵司提供原始模具知识，ITM 提供西班牙本地诊断与执行能力。双方先比较技术风险、交期和到厂总成本，再决定每项工作由哪一方完成。

## 贵司中国团队

## 原始知识与商业主导权

- 掌握模具设计历史和制造经验
- 适合在中国完成时制造零件或镶件
- 决定质保责任并控制终端客户沟通

## ITM 西班牙团队

## 本地诊断、执行与技术证据

- 维修、加工、补焊、装配及调整
- 试模、问题分析及注塑验证
- 向贵司报告发现、处理内容和结果

共同决策 • 技术风险 • 交期 • 到厂总成本

## 信任与不干预原则

我们支持贵司的模具，不绕过贵司接触或开发客户。

- 未经授权不联系终端客户
- 可按要求签署保密协议 (NDA)
- 未经书面批准不执行整改工作
- 可按协议保密或以贵司授权身份执行

## 三种合作方式

## 单次项目

## 按需服务 On Demand

- 无需长期合作承诺
- 联合诊断并比较中西方案
- 诊断与工程分析按实际工时计费

## 规范化售后流程

## 质保支持 Warranty

- 预先约定受理与沟通规则
- 诊断报告和技术方案包含在服务费内
- 可按协议提供保密执行

## 长期技术合作

## 长期伙伴 Partner

- 持续可用的西班牙本地技术能力
- 约定响应和升级机制
- 可按协议提供白标支持

## 西班牙本地工业实力

## 每个 SLTP 项目背后都有真实的本地执行能力

SLTP 由 ITM 位于巴塞罗那 Pallesa 的自有模具车间和注塑设备实际执行，并由 ISO 9001:2015 质量管理体系提供支持。



ITM 模具车间 · 维修、加工、改模与装配



ITM 注塑区域 · 试模、问题分析与注塑验证

| 维修      | 加工              | 焊接       | 试模         |
|---------|-----------------|----------|------------|
| 模具维修与改造 | 五轴 CNC、EDM 与线切割 | 受控激光补焊支持 | ENGEL 注塑验证 |

## 受控案例流程

| 01   | 02   | 03   | 04     | 05   | 06    |
|------|------|------|--------|------|-------|
| 接收需求 | 技术评估 | 比较方案 | 确认范围费用 | 书面授权 | 执行并报告 |

## 低门槛的第一步

## 发送贵司在欧洲的售后支持需求

无需发生紧急故障。请分享当前案例、未来质保需求或正在规划的欧洲售后模式。

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sltp.itm-moldes.com/zh/

