

Manufacturer Support in UAE

Brand Protection and Enhancement

Relationship/brief : act as manufacturer's representative – technical "feet-on-the-ground"

Independent (not aligned to any dealer/tender supply arrangements)

Elements covered :

- 1/ Trading licence – able to import and supply
- 2/ Installation & commissioning
- 3/ Staff training – both operators and maintainers
- 4/ Warranty cover
- 5/ Post-warranty : preventative and reactive
- 6/ Communication
- 7/ Documentation
- 8/ Periodic reports : spend, fault analysis, response times

Spare Parts

Normally supplied as "first-aid" spares to end user with initial equipment delivery

McFT hold essential parts stock on behalf of manufacturer

Can serve as distributor of OEM parts to end-users

Not covered

Sales promotion or marketing – although very willing & able to assist in supply

