

## FOR IMMEDIATE RELEASE

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## Schneller Launches Product and Service Package to Improve Customer Responsiveness

**Kent, Ohio, USA** – Schneller LLC unveiled today a *New Product*, a *New Organization* and a *New Partner* all focused on improving service and responsiveness to their customers.

The new product is AerMend™, an easy-to-use, paint pen color matched to each custom laminate to provide fast repairs and virtually unnoticeable results on seat surfaces, bulkheads, sidewalls and other laminate covered surfaces. The AerMend™ repair pen compliments an already established base of application and maintenance tools from Schneller including: AerSeal™ silicone caulking for non-textile flooring edge sealant and laminate edge trimming and AerWeld™ color matched non-textile welding cord for flooring applications.

The new organization is Schneller's Rapid Response Technical Team; a team of experienced engineers strategically located at their Ohio, Paris, and Singapore facilities with the goal of providing training and fast issue resolution response to customers anywhere in the world. Schneller Vice President of Transportation Products Matt Miklos explains, "by establishing this highly skilled technical team and having them report directly to my group we can not only provide excellent initial sales service but ensure that the end user's technical questions and issues are resolved quickly and with optimum customer satisfaction."

The new partner is Interturbine Logistics GmbH. A recognized company in global logistics services to the aviation industry, Interturbine Logistics GmbH will help Schneller facilitate their new Quick Ship program whereby certain standard Airbus and ATR decors are stocked and available for 24-72 hour turnaround in small minimum order quantities to address customer critical AOG situations.

Miklos concludes that, "during these tough economic times our customers have told us they are looking to extend product life, limit maintenance downtime, and improve turn around on application and product related issues. We believe this package of product and services will set the standard for customer responsiveness in our industry segment."

**Schneller's Customer Issue Resolution Team:**



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