

PONSSE

Logger's Inn

— get the best service

Logger's Inn



The best service for you, forestry professional

Ponsse is inviting you to enjoy the best services. As a reliable partner who listens to its customers, we offer you professional assistance so that you can focus on your special expertise, profitable harvesting.

Logger's Inn is the inn housing Ponsse services. We are easy to reach – we understand the conditions under which you work and speak the same language as you. We can offer all the services required to maintain the good performance of your forest machinery. We will customise a service entity offering the best benefits, just for you.

You must always be able to rest assured of the availability of your harvesting machinery. This is also Ponsse's most important goal. We will support your business without delay, utilising our latest know-how, regardless of whether your machine requires preventive, exhaustive or regular servicing or information system updates.

We are continuously developing new services to support the changing needs of our customers. We continuously improve our service expertise and take our innovative services to areas where our customers are just starting or expanding their businesses. We wish to take into account your changing needs!

Logger's Inn local customer service, the servicing organisation of our factories and our distribution network ensure the availability of PONSSE machines – based on your needs.



PARTS

Ponsse has optimised the delivery and logistics of service parts to benefit you. We offer an extensive selection of high-quality parts: PONSSE Genuine Parts, PONSSE Ecoparts, PONSSE Accessories and PONSSE Budget Parts are available at all our local servicing centres, all around the world. Our competent personnel will assist you in selecting the right alternative for your needs. In case of an emergency, our Service Centres also offer telephone assistance.



SERVICE AGREEMENTS

The share of service agreements in our customer support activities is continuously increasing. More and more of our customers wish to set their own production goals, anticipate their service intervals and ensure the long-term profitability of their machines. Regular preventive care will make harvesting more systematic. With Ponsse, you can customise a Preventive Care, Maintenance Care, Full Service Solution or Partnership Solution Agreement to suit your specific needs.



TECHNICAL SUPPORT

When acquiring a harvesting solution from Ponsse, you are entitled to customer-specific maintenance support. We always take into account the local conditions and offer our services as close to you as possible. We utilise our global experience and apply the best practices of the sector to benefit our local customers. You can choose the services you need for servicing among our Workshop Service, Field Service, Telephone Support and Remote Service. If you like, you can outsource the entire servicing of your machinery to Ponsse.



TRAINING

When purchasing a new machine, Ponsse offers you extensive user training, and we will familiarise you with your new machine in your own language. We use forest machine and servicing simulators as an aid to our training. Ponsse's servicing trainers regularly offer training to our local servicing employees in order to ensure that all of them have the latest information on maximising the availability of forest machines at their disposal. Our training alternatives include Operator Training, Maintenance Training, and Process and Operator Training, and we also offer customised customer-specific training.



DOCUMENTS

Ponsse's detailed Owner's Manuals and Parts Manuals help you find the information you need about the machine, its operation and maintenance. Ponsse will deliver the manual for your machine either as a hard copy or on a CD-ROM, in your own language. The owner's manuals will also be installed on your forest machine's Opti computer so that they will always be conveniently available, wherever the machine is.

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