

**Heidelberg USA recently sold its stitching division to Muller Martini. Since that happened we have had a really hard time getting parts for our Heidelberg Saddle Stitchers. Muller has very little inventory in the US and at the Muller factory in Switzerland. I would have to say that 80% of the parts we have tried to order have been out of stock and backordered. As you know, this industry is very time and date sensitive so having parts available to keep our stitchers running is vital. We are wondering if anyone has any suggestions on other vendors available for parts and service on Heidelberg stitchers.**

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Muller Martini would like to address the concerns of Heidelberg Saddle Stitcher and Perfect Binder customers about ongoing parts supply. Heidelberg entrusted Muller Martini with the parts and service business. We have an excellent working relationship with Heidelberg and we continue to work together very closely even after the transition.

Muller Martini purchased the entire US based Heidelberg parts inventory for saddle stitchers and perfect binders and relocated it to our parts fulfillment center in Allentown, PA. Since the inventory purchase we have been growing this inventory based upon usage and we will continue to do this going forward. Our goal is to have over 95% of parts needed for Heidelberg machines in-stock in the US just as we do for the existing Muller Martini machines. Anything that is not available in the US will be available from our Swiss based factories.

I ask that any customer who has issues or concerns about their parts supply to please contact me. We look forward to an ongoing relationship with Heidelberg customers and we will work diligently on any open parts supply issue to make sure they are resolved quickly in the short term and that we have US based stock for the long term.

Dan Denu  
VP Operations  
Muller Martini Corp  
631-486-1435  
[Dan.Denu@us.mullermartini.com](mailto:Dan.Denu@us.mullermartini.com)

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Before Heidelberg started making their own stitching heads, most Heidelberg stitchers were delivered with Hohner stitching heads. Hohner still makes stitching heads for all Heidelberg stitchers. Repair parts for Hohner stitching heads installed on Heidelberg stitchers and replacement stitching heads can be acquired from Hohner Stitching Products (Elgin, IL). This will not help with parts for the actual saddle stitcher but it may alleviate some downtime and cost.

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Dan Smart  
Smart stitchers and bindery repair

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Best Graphics sells and rebuilds used Heidelberg stitchers and may have parts available for them.

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We have none of these but have used these 2 Co.'s for 40 years on the real tough questions and found them to be honest, caring and suggestive. Printers Parts Franklin PK IL 1.800809.0841.... Cleveland Folding Service Gurnee IL 1.888.341.0850 -- Frank

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