CONTACT

Are you interested in our products or services?  
Call us, send us an e-mail or visit us in Coesfeld.  
We look forward to meeting you and hearing about your project!

**The address of our office is:**

MAKE THE MOST OF OUR COMPREHENSIVE CUSTOMER SERVICE!

Our team of experts is happy to support you – making sure you are always up to date with the latest technology. We are available for you through all channels – please contact us via [phone](https://www.thiestextilmaschinen.com/customer-service/your-contacts-for-technical-support/), [email](mailto:service@thies.group) or [social media](https://www.linkedin.com/company/thies-gmbh-&-co-kg).

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The Service-Team further assists you via video conferences or remotely on short notice. Please do not hesitate to contact us

**The four cornerstones of our customer service are:**

STAIRWAY is happy to support you with original spare parts. Please contact us by [phone or email](https://www.thiestextilmaschinen.com/customer-service/your-contacts-for-spare-parts-service/); alternatively, your MES system also offers the option of sending inquiries directly from the system.

**Welcome note**

We do cordially welcome to our company and pleased to present you our product and service. As we have experience with the textile industry for more than a decade, there are hundreds of the latest technology-driven machinery installed in our textile manufacturing facilities.

As a result, we find a number of happy customers and proved us a reliable, efficient service partner.

Discover this page you get an overview of our product and service if you have any inquiry please feel free to contact us.

CEO/STAIRWAY

TRADE FAIRS AND EVENTS

On this page, you find the latest information about trade fairs, events and much more relating to our various business areas. Check back regularly and stay up to date!

PUBLICATIONS

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# UNIVERSAL, WITH OPTIMAL ECONOMIC EFFICIENCY

The yarn dyeing machines, material carriers and pressure dryers set standards in terms of gentle process management, quality, reproducibility and economic efficiency. Our planning department with its practical experience is the right partner for the planning of complete dye works and the expansion of existing plants. We offer you intelligent automation solutions for growing demands.

THE GATEWAY TO SUCCESS:  
APPRENTICESHIPS AT STAIRWAY

Interesting, varied, versatile – an apprenticeship at the STAIRWAY is the ideal start to a successful career.

**We provide training in the following areas:**

Are you interested in an apprenticeship with really great prospects for the future?  
Send your application to

To make textile industry more sustainable - people and environment will profit

With green economy

**About us**

**Stairway Trading** has been established as an innovative textile machinery solution provider in Bangladesh. We represent various Textile machinery manufacturers from Europe, China, Korea etc for their sale and service activities. Based on our strong technology and relationships with our trusted principals, we have evolved into an efficient solution provider to the Textile supply chain.

**Today the company is flourishing through an ever increasing commitment to organic growth of new technologies and products with a special focus on “green” technologies that decreases water, chemical and energy usage for its customers.**

The inspired philosophy and more than 12 years of vast experience of our SWTD Team  in Textile machinery and the technical expertise of our team has led us to become a trusted supplier for the Textile Industry of Bangladesh.

**VALUES & VISIONS**

We are a value-oriented company and we look back to a long experience which has shaped and inspired us again and again over the years. Only if remain true to ourselves and follow our values, **we will be able to cope with the requirements of the future**. Test us against our goals and give us the opportunity to convince you.

### **Mission & IntegrIty**

### MISSION

**Stairway** supports our Customer's aims and enhance their competitiveness through mastering quality value. **SWTD** is serving and helping our Customers to optimize their Quality, Productivity and increase their Long-Term Profitability by Choosing Right Machine.

##### **Integrity**

Our corporate culture demands uncompromising and consistent adherence to a well understood set of principles and standards that govern how we behave internally and when dealing with external partners. We treat everyone equally and with respect and we are trusted to honor our commitments and deliver on our promises. We are taking decisions in a manner that is fair and honest.

### **STRATEGY & TEAM**

### STRATEGY

**STAIRWAY** uses a mix of advertising which is supported by our Media Partners, Commission Agents and Personal Selling by our own team, and joint Exhibitions to promote our products and services. Organized seminar, customer side presentation, We do understand that our customers need Quality Machines, Spare Parts, Equipment, Accessories, and Maintenance; On-time Delivery and also outstanding After Sales Service.

### TEAM

**STAIRWAY** supported by a team of Experienced as well as **Young Skilled Professionals** to aim our vision and to meet our Customer's Satisfaction. Our Service Engineers are trained from Europe and competent with the knowledge of advanced Technology regarding Textile Machinery specially dyeing, Finishing & Denim industries.

**SOCIAL RESPONSIBILITY**

Our top priority is to uphold our values such as internal and external fairness, respect for culture and origin, flexibility, openness and credibility. We support social and cultural institutions and maintain a balanced entrepreneurial activity in balance with the needs of society.

# SERVICE & MAINTENANCE

We offer a great variety of services and our technicians are active for you. We have experience of successful install hundreds of machine, assist and train your operators and support you in the maintenance of the machines. We are providing a lot of customized services to our valued customers. We have the ability to provide any new services based on your requirements as well, The world-class service is tailored to meet individual customer requirements promptly.

**Spare Parts :**We ensure supplying of “Genuine Spare Parts” for mechanical, electrical and electronic components of all machines we represents, quality is guaranteed and our services ensure that your factory never stop.

Our E-shop allows you to order spare parts round-the-clock on 365 days a year. This almost permanent availability of our parts ensures minimum downtimes of your Machine. For this reason we have the most important spare and wear parts permanently in our stocks. When your order reaches us until 11:00 am the parts will leave our house even the same day, if required also with priority service.

Register preferably already today in our [E-Shop](https://www.brueckner-textile.com/de/e-shop.html).