



# GLOBAL CORPORATE PROFILE

## GAMING, AMUSEMENT AND INDUSTRIAL COMPONENTS





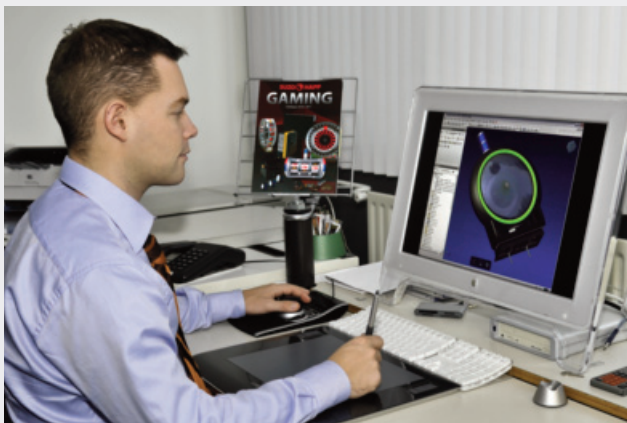
## GLOBAL CAPABILITY AND SCALE



## SOLUTIONS FOCUSED



## INNOVATIVE CUSTOMER-CENTRIC ENGINEERING



## SERVICE COMMITMENT



## PRODUCTS WE MANUFACTURE OR DISTRIBUTE

### GAMING

Coin Hoppers, Topper Boxes, Pushbuttons, Power Supplies, Handle Mechanisms, Lighting, Ticket Printers, Bill Validators, Reel Mechanisms, Game Devices, LCD Monitors, Touch Screens, Tower Lights, Spare Parts

### AMUSEMENT

Coin Doors, Coin Hoppers, Trackballs, LCD Monitors, Billiard Supplies, Ticket Dispensers, Pushbuttons, Touch Screens, Lighting, Power Supplies, Driving Controls, Joysticks, Guns, Bill Validators, Spare Parts

### VENDING

Temperature Controls, T-Handles, Vinyl, Security, Hand Trucks, Bill Validators, Lighting, Pushbuttons, Filters, Spare Parts

### INDUSTRIAL COMPONENTS

Custom Products, Joystick Controls, Pushbuttons, Coin Hoppers, Power Supplies, Bill Validators, Snow Plow Controls, Heavy Equipment Controls, Kiosk Components, Fitness Equipment Parts





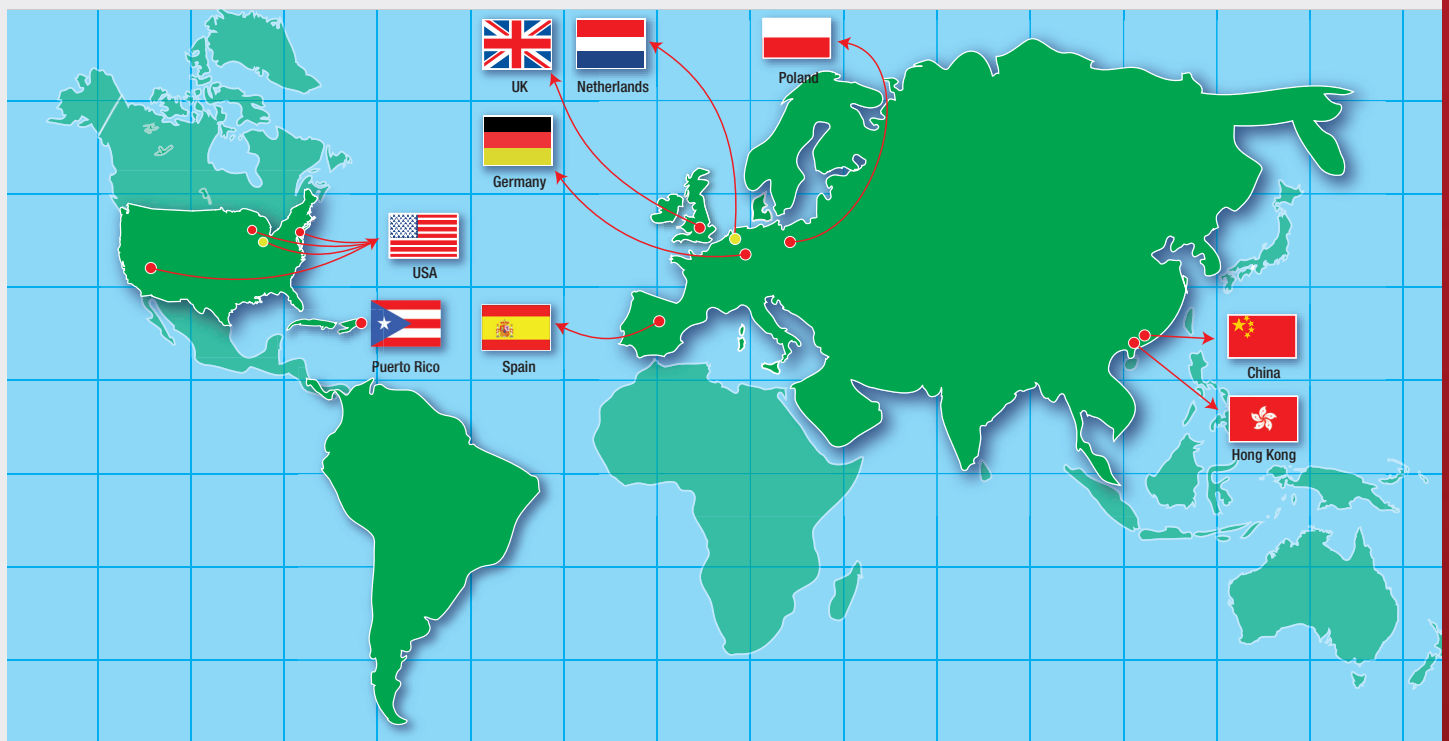
## PRESENTATION



### Suzo-Happ Group is the **Global Leader** in the Manufacture and Distribution of Gaming and Amusement Parts and Accessories

Suzo-Happ Group was formed in January 2005 as the result of the merger of Suzo (formerly Suzo International) and Happ (formerly Happ Controls). Suzo-Happ Group has nearly 500 employees in 12 locations serving customers in over 80 countries.

Suzo-Happ Group leverages a shared commitment to quality-focused product development, world-class customer care and unrivaled distribution capabilities and reach.





## Global Capability and Scale

Suzo-Happ Group has nearly 500 employees in 12 locations serving customers in over 80 countries.

Each branch of Suzo-Happ Group has responsibility for its own markets and for its own customers. This allows us to react quickly either individually or as a group to international, national, regional and local developments.

Suzo-Happ Group supplies its customers with a comprehensive range of over 50,000 different products. From the latest in-house change machine to a simple cable for a slot machine, Suzo-Happ Group can service every corner of the globe. At present, Suzo-Happ Group exports to 80 different countries, to cover the ever-expanding world market.



## Innovative Customer-centric Engineering

The engineering team at Suzo-Happ Group has over 200 years of engineering development experience on three continents and is continuously developing new and innovative products.



The combined Suzo-Happ Group has extensive resources which provides better service to customers and a world-class platform for research and development activity.

Research and development is one of the top priorities. We pride ourselves on having well educated specialists working in our R&D department, who anticipate the needs of customers and develop new and more sophisticated product lines everyday.







## Solutions focused

Suzo-Happ Group has the ability to broaden its product lines, streamline its global distribution capabilities and create value-added solutions for its large customer base.

On top of selling well-known brand names, Suzo-Happ Group develops its own products which are developed for the industry and manufactured under its own control. These include quality components, complex electronics, software and complete finished products.

Suzo-Happ Group also programs software for various money processing machines, such as gaming machines and change machines, and takes the initiative on new products and problems that may affect its customers in the future.

**Suzo-Happ Group provides custom engineered solutions for our customers' ever-changing needs. The focus is on producing modern, sophisticated and user-friendly products.**

**SUZO-HAPP GROUP COMPRISED OF THE FOLLOWING COMPANIES**



## Service commitment

Suzo-Happ Group takes a consultative approach to serving its customers with comprehensive after-sales services within its own technical and marketing departments.

At Suzo-Happ Group Holland, all our warehousing is fully bar-coded, and this coupled with our real-time data processing system, produces accurate reporting of inventory and shortened, reliable delivery times.

Suzo-Happ Group North America's culture of efficiency drives its operations. An order received by phone or online is usually picked, packed, shipped and invoiced within a couple of hours. Moreover, a highly structured internal tracking system allows sales staff and customers to follow each order every step of the way.



## Stay Connected @ [suzohapp.com](http://suzohapp.com)

As products are invoiced, the company's inventory database is automatically updated and shipment tracking details are sent via e-mail as well.

Suzo-Happ Group North America also maintains repair facilities in Illinois, Las Vegas, and New Jersey. Suzo-Happ Group is a repair center for FutureLogic printers, Ceronix monitors, MEI bill validators, Kortek monitors, Starpoint Reels and other gaming and amusement products.

# SUZO®

Founded in 1955

49,000 sq.ft.  
production facility

Supplies customers  
with over 30,000  
products

Offices located in  
Germany, United  
Kingdom, Spain and  
Poland

Maintains modern  
manufacturing facility in  
China and an office in  
Hong Kong

The two companies that formed the **Suzo-Happ Group**  
are now exclusively operating under that name.

Suzo-Happ Group Holland (formerly Suzo International), founded in Rotterdam in 1955, supplies systems and components for the amusement, gaming, casino, and vending industries, as well as money processing machines and banknote readers. Former Suzo locations that are now part of Suzo-Happ Group are located in Germany, Poland, Spain and the United Kingdom. Suzo-Happ Group serves customers in over 80 different countries and has achieved a reputation for providing exceptional customer service.

In 2010, Suzo-Happ Group Holland celebrated 55 years of serving the gaming, casino, amusement and vending industries. Suzo-Happ Group prides itself on being a historically rich company with a sound vision of the future.

Core products include coin hoppers, pushbuttons, tower lights, topper boxes and handle mechanisms.



**1955**

**SUZO  
INTERNATIONAL  
IS FOUNDED**

**1988**

Suzo opens first  
international branch  
in Germany

**1991**

Suzo opens branch  
office in United Kingdom

**1993**

Suzo opens branch  
office in Belgium

**1986**

**HAPP CONTROLS  
IS FOUNDED**

**1998**

Happ opens branch  
office in Las Vegas, NV

**2000**

Happ opens branch office  
in the United Kingdom  
Happ acquires PARTSTAR  
division of Carlton Bates Corp.

**2001**

Happ acquires Midway  
Games' service business  
Happ acquires Well-Gardner's  
coin door division

**2002**

Happ acquires Wholesale  
Electronics





GAMING, AMUSEMENT AND INDUSTRIAL COMPONENTS

Suzo-Happ Group North America (formerly Happ Controls) was founded in 1986 and is headquartered in Mount Prospect, IL. The company has additional distribution centers in Las Vegas, NV, and Minneapolis, MN. The company specializes in the manufacturing and distribution of amusement, gaming, vending and industrial parts and accessories.

Happ Controls was founded by Frank Happ, who purchased what had become a diversified parts supply business from U.K.-based Coin Controls. In 1998, the company expanded into the distribution of parts and supplies for gaming machines. Happ soon became a leading supplier to the industry.

Suzo-Happ Group North America's core products include LCD monitors, pushbuttons, topper boxes, touch screens, trackballs, guns, driving controls, joysticks, power supplies and bill validators.

The Company focus has been to aggressively expand our sales staff and product lines to better serve the needs of its gaming, amusement, vending and industrial component customers.



# HAPP®

Founded in 1986

Over 80,000 sq. ft.  
facility in Mount  
Prospect, IL

Mount Prospect  
location produces over  
20,000 assembled  
products per day

Manufactures over  
12,000 SKUs in  
over 200 unique  
product groups

Distributes over 40,000  
items to the North  
American market

Processes over 650  
shipments per day

Offices also located in  
Las Vegas, NV and  
Minneapolis, MN

**2004**

Suzo opens branch  
office in Poland

**2004**

Happ acquires  
Perfect 360° Joystick

**2005**

Suzo and Happ  
merge to form  
Suzo-Happ Group

**2005**

Suzo-Happ  
merger  
with AESI

**2006**

Suzo-Happ  
acquires  
Mazzco

**2006**

Suzo-Happ acquires  
Sadectronic in Spain

**2006**

Suzo-Happ  
acquires  
Starpont

**2007**

Suzo-Happ  
acquires  
Chinatec



## LOCAL SERVICE WITH A CHINA ADVANTAGE

### Custom Engineered Solutions from Concept to Production

Since 1993 the Suzo-Happ Group China facility has been committed to the development and manufacturing of custom OEM industrial products and sub-assemblies for companies worldwide. Past and present customers include clients from all over the world in various industries such as Gaming, Amusement, Vending, Transportation, POS systems.

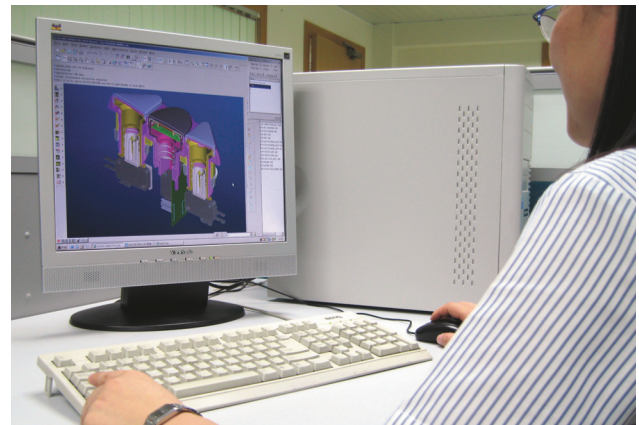
### Features

- ISO 9001 Certified and Approved
- Over 270 employees
- 130,000 sq ft under one roof
- ERP Control System

Staff Breakdown	Staff
Electromechanical and Electronics R&D .....	15
Mechanical Design.....	5
Electrical Design .....	3
Electronic Tech .....	3
Software .....	1
Other .....	3
Tool Design.....	26
Plastic Injection Molding .....	40
SMD Assembly and Production .....	12
Production and Assembly.....	130
QC, QA and Material Control .....	30
Management and Administration	20
Total Staff .....	273

### Product Development

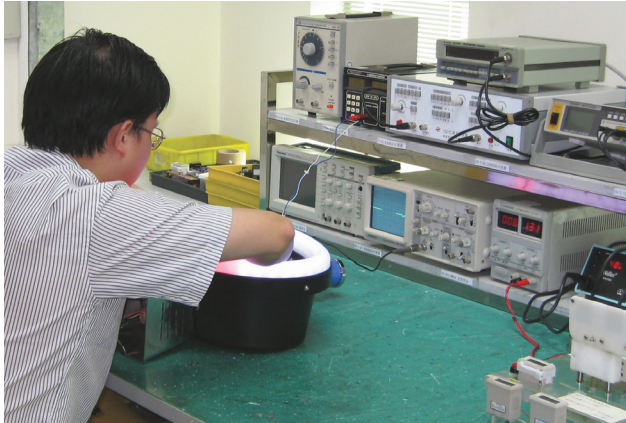
Extensive in-house resources allow feasibility studies, design engineering, product development and production. Projects can be taken from concept to completion quickly with custom engineered solutions.



Experienced in-house Industrial, Mechanical, Electronic and Plastic Tooling R&D teams can provide full R&D design and advise on product functionality, material and component selection. Modern modeling technology ensures the mechanical design process to be effective and accurate.



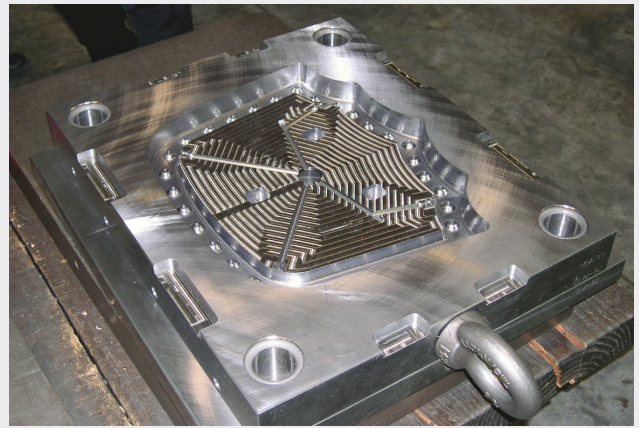
## Product Development CONTINUED



Multiple project teams are capable of handling mechanical and electronic designs at the same time which reduces turnaround time.

## Injection Molding and Tooling

Extensive equipment in-house allows products to be manufactured at competitive costs with quick lead times. Our capabilities include 71 plastic injection molding machines in China ranging in size from 25 tons to 1,600 tons.





## PCB Board Production

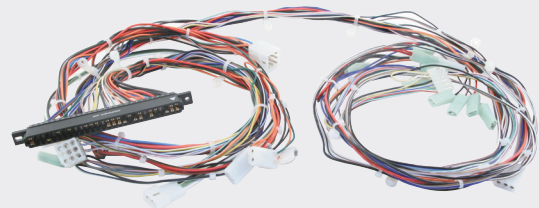
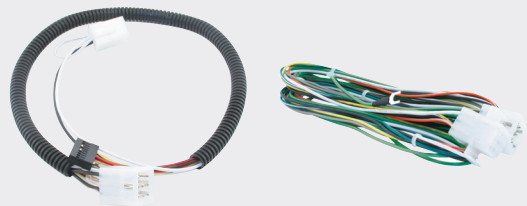
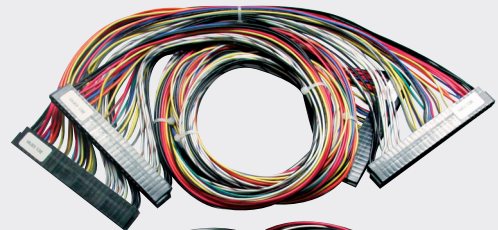
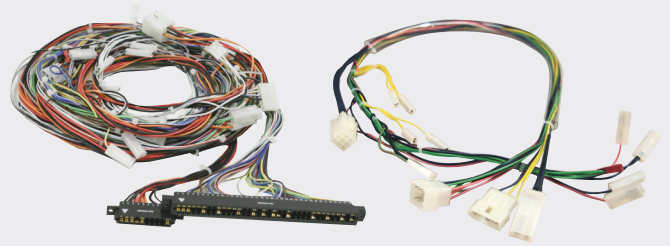
PCB production and assembly lines are equipped for both surface mount and thru-hole technologies.



## Wire Harnessing

An experienced R&D Team with over 19 years of experience in designing cable assemblies ranging from simple to complex to fit the production needs of our customers.

From initial design, sampling and mass production quality is the focus to provide you with the best competitive solution.







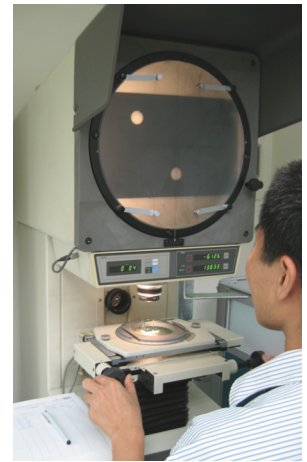
## Assembly

Extensive knowledge in project related manufacturing, precision OEM products and sub-assemblies for various applications and industries. We can take your proprietary designs and put them into production. Included in the assembly process is custom decorating and printing on products. Three Tampro print machines allow decorative designs to be placed on plastic products.



## Quality and Testing

Quality control and assurance is a key focus with 30 trained technicians. Every step of the production process is monitored to assure product reliability.





**SUZO-HAPP GROUP**  
Worldwide Locations

***suzohapp.com***

**SUZO HAPP**  
GAMING, AMUSEMENT AND INDUSTRIAL COMPONENTS



**SUZO-HAPP GROUP (NA)**

1743 Linneman Rd, Mount Prospect, IL 60056  
2015 Helm Road, Las Vegas, NV 89119  
9549 Penn Ave, South, Bloomington, MN 55431  
2547 Fire Road Unit I 9, Egg Harbor TWP, NJ 08234  
1112 Ashfor Avenue Suite 2 B, Condado San Juan Puerto Rico 00907  
[www.suzohapp.com](http://www.suzohapp.com)

Toll Free Phone: (888) 289-4277

Local Phone: (847) 593-6130

Fax: (800) 593-4277

Email: [info@suzohapp.com](mailto:info@suzohapp.com)

[facebook.com/SuzoHappNorthAmerica](https://facebook.com/SuzoHappNorthAmerica)

[twitter.com/SuzoHappNA](https://twitter.com/SuzoHappNA)

[youtube.com/SuzoHappNA](https://youtube.com/SuzoHappNA)

[linkedin.com/company/Suzo-Happ-Group](https://linkedin.com/company/Suzo-Happ-Group)

**NORTH  
AMERICA**



**SUZO-HAPP GROUP (NL) BV**

Antonie Van Leeuwenhoekstraat 9  
3261 LT Oud-Beijerland-The Netherlands

Phone: (+31) 186 64 33 33

Fax: (+31) 186 64 33 22

Email: [info@suzohapp.nl](mailto:info@suzohapp.nl)

**EUROPE**



**SUZO-HAPP GROUP (UK) Ltd**

Units 1 & 2 King Georges Trading Estate  
Davis Road, Chessington-Surrey KT9 1TT

Phone: (+44) 208 391 7700

Fax: (+44) 208 391 7760

Email: [info@suzohapp.co.uk](mailto:info@suzohapp.co.uk)



**SUZO-HAPP GROUP (D) GMBH**

AACHENER STRASS 122  
D 52477 ALSDORF-HOENGEN-GERMANY

Phone: (+49) 2404 98 680

Fax: (+49) 2404 98 68 68

Email: [info@suzohapp.de](mailto:info@suzohapp.de)



**SUZO-HAPP GROUP Sp. zo.o**

Ul. Brzozowa 5  
64-320 Niepruszewo, Polska

Phone: (+48) 61 8948 682

Fax: (+48) 61 8948 681

Email: [info@suzohapp.eu](mailto:info@suzohapp.eu)



**SUZO-HAPP GROUP Technical Components España, SAU**

C/ Díez No2  
03650 Pinoso-Alicante  
Spain

Phone: (+34) 966 187 240

Fax: (+34) 966 187 241



**SUZO-HAPP GROUP  
China Production Facility**

3 Airport North Road  
Sanzao, Jinwan District  
Zhuhai, China 519040

**SUZO-HAPP GROUP  
Hong Kong Office**

809-810, Block A, Hoi Luen Ind. Centre  
55, Hoi Yuen Road, Kwun Tong  
Kowloon, Hong Kong

**ASIA**