



Customer Service

UTECO SERVICES RANGE


Uteco
JOIN THE FLEX-CONVERTING

Our Top-notch Customer Service through Machine Lifecycle

We provide **Value-Added Services** to our Customers.



**Continue to Innovate to
always Create Value-Added
Services to our Customers**



International Network of Service Points
to capillary cover all our sold-in markets





Wide Service Offering Portfolio with
advanced technological proposals



High Tech Digital Enabling Tools

Our Service Network - Overview

We provide a **local after-sale service** with a global approach.

SERVICE NETWORK		AREA
	2 Demo and Training Centers	NORTH & SOUTH AMERICA (1) EUROPE/MESA
	8 Service Points	NORTH & SOUTH AMERICA (2) EUROPE/MESA (5) APAC (1)
	7 Service Partners	NORTH & SOUTH AMERICA (2) EUROPE/MESA (3) APAC (2)
	4 Warehouses	NORTH & SOUTH AMERICA (1) EUROPE/MESA (2) APAC (1)

We cover all the world with a **global geographical presence and on-site assistance.**



Our Service Network - Geographical Scope

Our **geographical presence** has a worldwide coverage.

North & South America



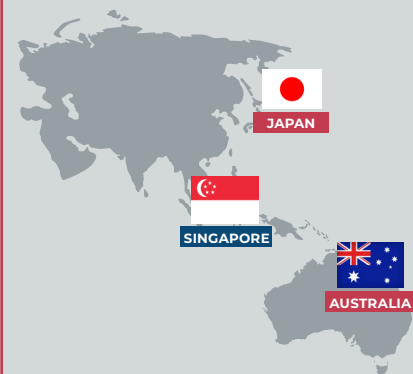
- **Uteco DEMO and Training Centres:** USA
- **Uteco Service Points:** USA & Mexico
- **Service Partners:** Brazil & Chile
- **Warehouse:** USA

Europe & MESA



- **Uteco DEMO and Training Centres:** Italy
- **Uteco Service Points:** Belgium, Italy, Spain, Dubai, Nordics
- **Service Partners:** South Africa, Turkey, India
- **Warehouse:** Italy, Belgium

APAC



- **Uteco Service Points:** Singapore
- **Service Partners:** Australia, Japan
- **Warehouse:** Japan

Our Customer Service

Our Customer Service has **Everything You Need.**

Our expert **Customer Service teams** are **available 24/7** to respond quickly and effectively to requests for maintenance, repairs and operational renovations to machinery and systems, **both on-site and remotely (My Portal).**



**CONTACT CENTER
24/7 ASSISTANCE
SERVICE**



**CUSTOMER
PORTAL**

**Ready for your
new machine?
Don't forget about
our customer service**



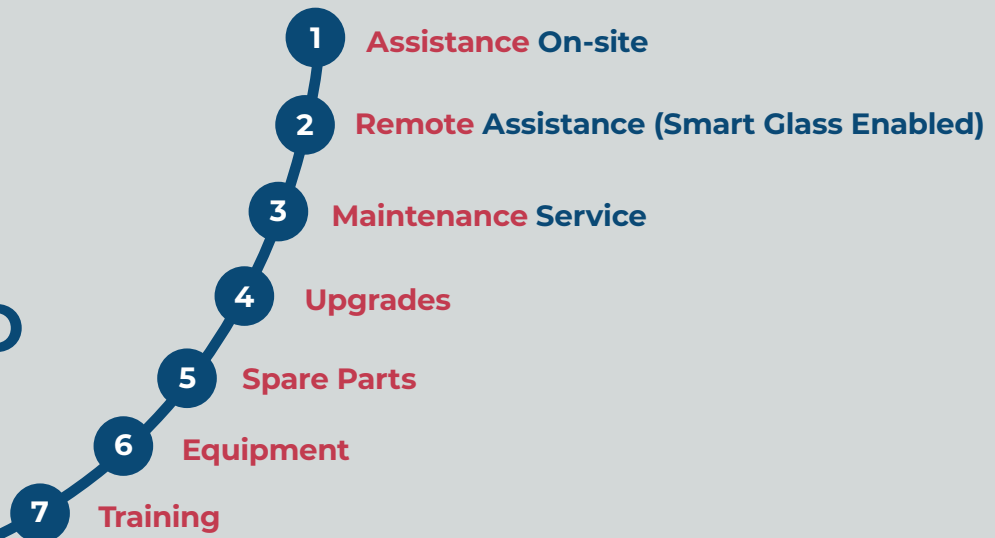
Find out more!



Our Services

All Round Solutions for **Taking Care** of your **Uteco Machines**.

OUR SERVICE PORTFOLIO



1A. Assistance On Site: Technical Assistance Service

Find a quick and easy solution for your machine downtimes: **Technical Assistance Service.**

We solve contingent and urgent issues and/or damages on our machine at Client Site, with a customized **Technical Assistance Service**, through on-Call procedures.

Professional Support provided on demand by our qualified technicians to address technical problems, ensuring a prompt issues resolution in the shortest timing.



**Best
Professional
Service**



**Fast
Arrival
Ensured**



**Check of
Machine
Status**

A photograph of a technician in a dark jacket working on a large industrial machine. The machine has a control panel with a screen and various buttons. The image is partially obscured by a red overlay at the bottom.

**We help and assist you for all
your needs and issues**



1B. Assistance On-Site: Machine Inspection

Reach the full potential of your machines: **Machine Inspection Service.**



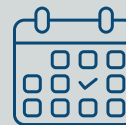
Reach the Full Potential of
your Machine

A machine examination/inspection conducted by **1 Uteco Technician**, based on a **Standard Control Checklist**: a list of thorough checks (**68 Checks**) to be carried out on each key machine's unit.

After the inspection, we provides the customer a **Detailed Report** with all the activities carried out and all the improvements resulting from **Machine Inspection**.



1
Uteco
Technician



2
Working
Days



68
Machine
checks

2. Remote Assistance (Smart Glass Enabled)

We guarantee Prompt Assistance from our **Expert Support Team**.

- We use the new digital technologies to provide a **24/7** active support via remote **Help-Line systems**.
- Constant **Remote Monitoring** of your machine, gauging its performance and timings and offering online solutions for breakdowns.



**24/7
Active
Support**



**Prompt and
Efficiency
Support**



**Smart Glass
Enabled
Support**



**Digital Technologies ensure
best Real-Time Technical
Support**



3. Maintenance Service

Gain “peace of mind” over the management of your equipment: try our **Programmed Maintenance Service**.



Laying the Foundation for a
Long-Time Machine Lifecycle

- Our **Programmed Maintenance Service** aims at ensuring optimum **Performance** of the printing system at all times, guaranteeing its maximum **Reliability** and reducing **Downtimes**.
- 2 types of Programmed Maintenance: **New Machine Maintenance** (and Renewal Plans) and **Running Machine Maintenance**, for **3-years Plans** with precise scheduled visits.



3 Years
Plan



2 Offers:
Running and
New Machines

4. Upgrades

Enhance your machines with our latest **technological innovations** and stay ahead of the latest **market trends**.

- Uteco delivers different **Upgrades** that can increase machines' **Performances** or align/improve their processes to the latest technological **Market Trends**, in relation to client's needs.
- We propose different **Upgrades** clustered according to the type of **Value-add** they bring to the customers' machine.
- The 4 clusters are **Performance**, **Quality**, **Efficiency** and **Safety**.



**Performance
Improvement**



**Quality
Improvement**



**Efficiency
Improvement**



**Safety
Improvement**



**Improve your Processes'
Performance & Efficiency**



5. Spare Parts

We guarantee the **optimum operation of your equipment**: Our **Spare Parts** are delivered quickly and at the best price.



The value of your
Machine remains
High Over Time



Uteco offers a list of checked and guaranteed **Spare Parts**.



We reach our clients all over the world to deliver the spare parts **from our closest warehouse**.



15.000
Spare Parts
Available
WW



The Fastest
Delivery
Time

6. Equipment

Your Printing Machine is only the starting point: our **Add-on Equipment Service** is the way to excellence.

- We offer our **Equipment Catalog**, suited for **specific machines**.
- We offer equipment solutions for the **Quality Control**, for the **Transport** and **Storage Control**, and for the **Washing processes**.
- Special tools or equipment added to the specific machine, to boost its **Performances** and **Efficiency** bringing it to a new technological standard.



Your Printing Machine is
only the Starting Point



7. Training

We offer a great variety of **training courses** and complete packages of **engineering consultancy support**.



The best trained employees
for the maximum machine
performances



The **Training** of your employees is key for the best performance of your equipment and the quality of your products.



Expert guidance and technical assistance to **optimize and improve manufacturing or production processes**, ensuring efficiency, quality, and safety.




Certified Training
Expertise



Know-how diffusion
& management

Our Company

Printing and Converting: All Round **High Tech Innovation.**



We provide innovative and flexible solutions from a wide range of **flexographic, rotogravure, digital printing, laminating and coating machines** and a corollary of comprehensive training and support services.

We develop **special and customized configurations** of high technological value, with an ongoing commitment to research and **innovation, organizational flexibility, engineering capabilities for final solutions**, optimization of production processes, and a fast and efficient worldwide service network.



Contact Us - Assistance Service

CONTACT CENTER 24/7 ASSISTANCE SERVICE

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Uteco France & Belgium

+32 524 692 70



Uteco Singapore

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Uteco Mexico

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Contact Us



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about our company?**

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JOIN THE FLEX-CONVERTING





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