

C e r m e x , s e r v i c e i n c l u d e d

TECHNICAL ASSISTANCE

The main purpose of our customer service department is to assist you daily with machine operation and the continuous pursuit of its optimisation.

Our team of 25 multi-lingual skilled service engineers are ready to intervene worldwide, to ensure you reactivity and efficiency.

services@cermex.fr



The Plus Points

If you wish to limit operation risks, we propose two categories of assistance:

On-site assistance:

Machine installation and commissioning
Quick break-down service
Preventive diagnosis

Telephone assistance:

Analysis, adjustment and simple break-down service (80% of calls are solved in this way)
Customised technical advice
Emergency dispatch of spare parts if required

Optimise the operation of your packaging machinery



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