



nilpeter **CUSTOMER CARE**



3

Global Manufacturing Sites

8

Global Customer Care Centers

110

Customer Care Technicians Worldwide

24/7

All Time Zones

Nilpeter Customer Care Center offers a comprehensive service, maintenance programmes, and online support combining global and local resources to provide fast and efficient customer support.

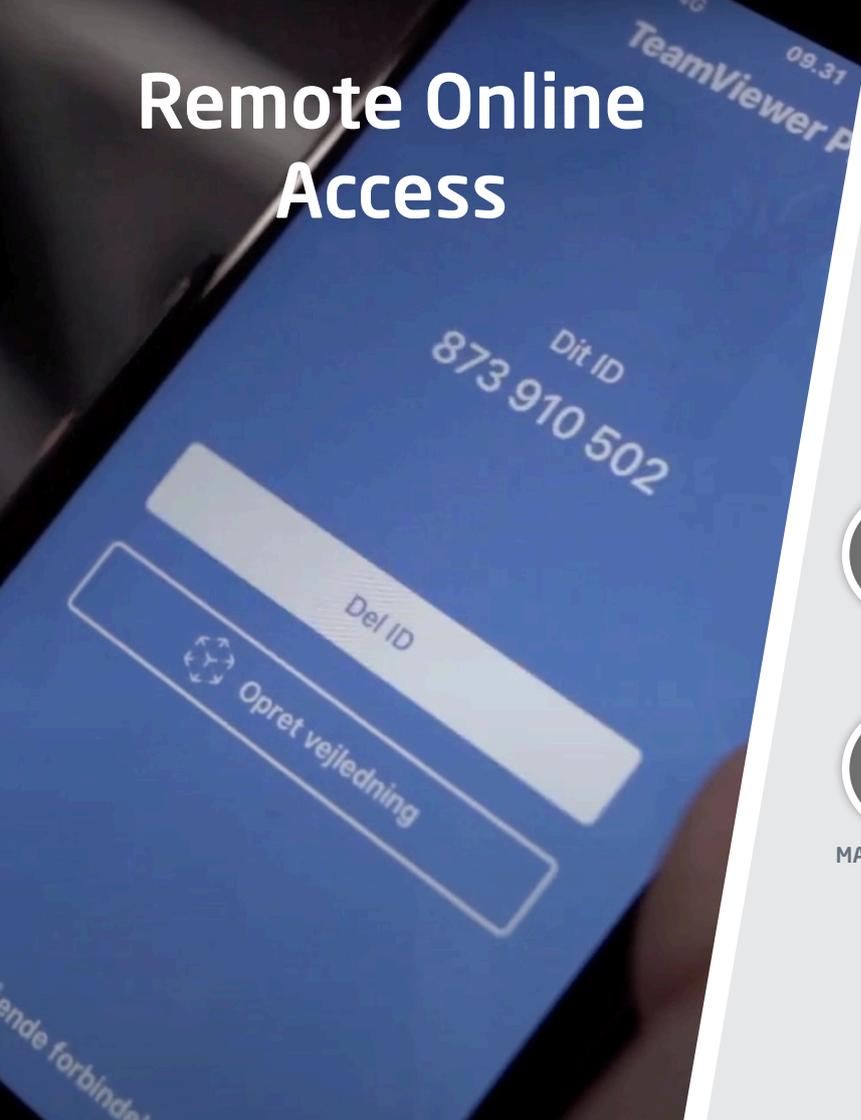
We practice proven service processes, carefully adapted to the specifics of the narrow-web label and flexible packaging market, and more importantly, customised to fit your requirements.

Nilpeter is with you every step of the way, making sure you achieve the highest possible availability and performance from your Nilpeter equipment. With eight global Customer Care Centers in Denmark, UK, Germany, Italy, USA, Brazil, India, and Thailand, as well as regional Service Support Teams across Europe, Latin America, North America, Africa, the Middle East, Asia, and Oceania, assistance is ready wherever you need it, whenever you need it.

With our strong team of Customer Care managers and technicians, we guarantee increased efficiency and reliability of your Nilpeter presses. Not to mention, an extended life cycle and optimum press value.

Remote Online Access

Global Support 24/7



Hotline and Extended Hotline

Regional online technical support and print application assistance within normal working hours, via remote online access and phone support, reduces press downtime and restores production performance. Extended 24-hour hotline is available from Nilpeter's global support team.

Preventive Maintenance

Comprehensive programme customised to each individual product, in order to register correctly and prevent incipient wear and tear, and increase productivity and reliability. Includes annual on-site visits, follow-up reports, and support on maintenance procedures.

Total Care

The Total Care Programme covers all spare parts and labour expenses in connection with on-site repairs, replacements, and troubleshooting. Total Care Programme limits unforeseen and unnecessary expenditure in relation to downtime.

Spare Parts Package

Customised onsite Spare Parts Package includes the most important and vital spare parts, eliminating unnecessary downtime caused by delivery time. Covers recommended safety stock as well as parts for general maintenance and service tasks.

Customer Care Management

Dedicated Customer Care Managers providing a single point of contact. Includes Service Quality Reporting (SQR) from collected performance measures, reports on press performance, and continuous improvement reviews.

Customer Care Commitment

We keep our promises

We deliver on time

We always come prepared

We provide our customers with a great service and excellent technical support

For more information, please contact your local Nilpeter Customer Care representative, or learn more at www.nilpeter.com