

DESMA

THE FINEST IN SHOE PRODUCTION ENGINEERING

WHAT CAN WE DO FOR YOU?

SERVICE



SHORT WAYS –

SHORT REACTION TIMES



AT YOUR SERVICE

Dear Customer,

The DESMA Service Centre – an integrated part of the DESMA plant – is situated in Achim, northern Germany, close to the historic city of Bremen.

Our guiding principle: **SHORT WAYS - SHORT REACTION TIMES.** DESMA designs, manufactures and supplies state of the art, reliable machinery for the world market. We know that continuing after-sales service is an important factor for our customers. Our various service options ensure your production, increase machine productivity and maintain the value of your investments.

**JÖRG ZILZ**

HEAD OF DESMA SERVICE CENTRE

With DESMA since 1979, Jörg Zilz has headed the Service Centre since 2000.



Short ways – short reaction times

Close co-operation between customer and the Service Centre is vital for us at DESMA. Our own well-trained technicians guarantee professional and reliable repair work and maintenance on site, while DESMA's experienced spare parts sales team in Achim offers advice and support should a spare part be required.

We at the DESMA Service Centre know that the decision for DESMA machinery is an investment in the future. We are dedicated to doing all we can to ensure our customers' continuing successful production and therefore satisfaction.

Yours,



Our Services

FIELD SERVICE

TEL. +49 4202 990 526/419 | FAX +49 4202 990 369

Helping you on-site

- > HIGHLY QUALIFIED DESMA TRAINED TECHNICIANS
- > WORLDWIDE SERVICE BASES
- > TECHNICIAN CAN BE REACHED 24 HOURS VIA MOBILE PHONE
- > SPECIAL SERVICES CARRIED OUT BY SERVICE ENGINEERS
- > MACHINE SERVICING

TELE SERVICE

TEL. +49 4202 990 444 | FAX +49 4202 990 369

Saving you time and money

- > SECURE REMOTE MAINTENANCE VIA INDUSTRIAL VPN DEVICES
- > TELEPHONE DIAGNOSTICS / TROUBLE SHOOTING
- > SHORTENED DOWNTIMES

SPARE PARTS

TEL. +49 4202 990 333/318/430 | FAX +49 4202 990 500

Supporting you with the parts you need

- > COMPREHENSIVE SPARE PARTS STOCK IN ACHIM
- > BASIC PARTS STOCK IN WORLDWIDE BASES
- > VARIED MODES OF SHIPMENT SERVICES

TRAINING

TEL. +49 4202 990 300 | FAX +49 4202 990 369/500

Training your team to meet your needs

- > BASIC MACHINE FUNCTIONS
- > TPU, PU + RUBBER APPLICATION
- > DESCAN® CONTROL SYSTEM TRAINING
- > DESMA ROBOT APPLICATION TRAINING
- > DESCOM® ROBOT PROGRAMMING SYSTEM TRAINING



QR CODE FOR MORE INFO

Our current terms and conditions apply to all business fields. The contract entered into between DESMA and the customer is legally binding in regards to product. Details shown in this brochure do not guarantee certain characteristics or operational possibilities. They are to be taken as general information, and may also differ.

The products shown are to be seen as possible production alternatives. The illustrations may show products which have been developed to customer's individual wishes and may be only available as individual customer solutions. Products shown in this brochure may show special extra features which are only available at extra charge.

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