

# Service@EREMA



We are at your service.

We know how.

## We are people who listen, analyse and act



Did you know that choosing an EREMA plant also brings you all the advantages of an expert team committed to providing you with excellent service?

We are at your service. Make use of our experience and know-how!

"Our biggest asset is our commitment and our technical expertise."

**Peter Pauli, Service Manager**

### Your spare parts team:

People who are there to note your request and make sure that it is dealt with quickly, reliably and with the necessary expertise when supplying spare parts. An extensive central spare parts warehouse in Austria and spares centres in e.g. the USA and Japan ensure the high availability of the parts you need.



### Your shipping and accounting team:

As fast as possible – for us that's a matter of course. We know that reliable and prompt deliveries of the spares are essential for you.



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<b>SPARE PARTS:</b> spare parts management, customer correspondence		
Stefanie Winkler	+43 732 3190-243	s.winkler@erema.at
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<b>ACCOUNTING:</b> invoicing, returned items		
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**Your technical team: We attach great importance to personal and competent service.**

Our service engineers are assigned to three different areas in order to serve you as individually and as efficiently as possible.

AREA I	AREA II	AREA III
Australia, China, Estonia, Finland, Greece, Iceland, India, Indonesia, Iran, Israel, Japan, Jordan, Kuwait, Malaysia, New Caledonia, New Zealand, Norway, Oman, Pakistan, Papua New Guinea, Philippines, Portugal, Saudi Arabia, Singapore, South Korea, Spain, Sri Lanka, Sweden, Syria, Taiwan, Thailand, Turkey, United Arab Emirates, Vietnam	Argentina, Austria, Benelux, Bolivia, Bosnia-Herzegovina, Brazil, Bulgaria, Chile, Columbia, Croatia, Ecuador, France, Great Britain, Hungary, Ireland, Italy, Malta, Mauritius, Moldavia, Montenegro, Peru, Romania, Serbia, Slovenia, Switzerland, Ukraine, Uruguay, Venezuela	Algeria, Belarus, Botswana, Burkina Faso, Cameroon, Canada, Costa Rica, Czech Republic, Denmark, Dominican Republic, Egypt, Germany, Guatemala, Honduras, Jamaica, Kazakhstan, Kenya, Latvia, Libya, Lithuania, Malawi, Mexico, Morocco, Nicaragua, Nigeria, Poland, Russia, Senegal, Slovakia, South Africa, Tanzania, Tunisia, USA, Zimbabwe

		PHONE	E-MAIL
<b>SERVICE MANAGEMENT</b>			
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**Our standby service is at your disposal at the following times for urgent matters:**

Friday 1pm to 6pm (CET) and Saturday 8am to 6pm (CET)  
 +43 664 454 76 77 for mechanical and process engineering assistance  
 +43 664 454 76 78 for electrical and electronic engineering assistance

You can also contact us by fax +43 732 3190-220



## Highly trained engineers with years of experience ...

... offer assistance in the event of malfunctions or problems, carry out repairs and maintenance on site and offer you advice on all matters concerning your EREMA system.



### We also offer:

- ▶ **Training:** Only trained personnel are in a position to take full advantage of the performance potential of their recycling system and thus achieve cost effectiveness. We will be pleased to train your (new) employees on request directly at your facility and in a production environment.
- ▶ **Maintenance:** The availability of a production plant largely determines the success of an investment. Speak to us about correct maintenance and forward-thinking spare parts management.



#### Headquarters & Production Facilities

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