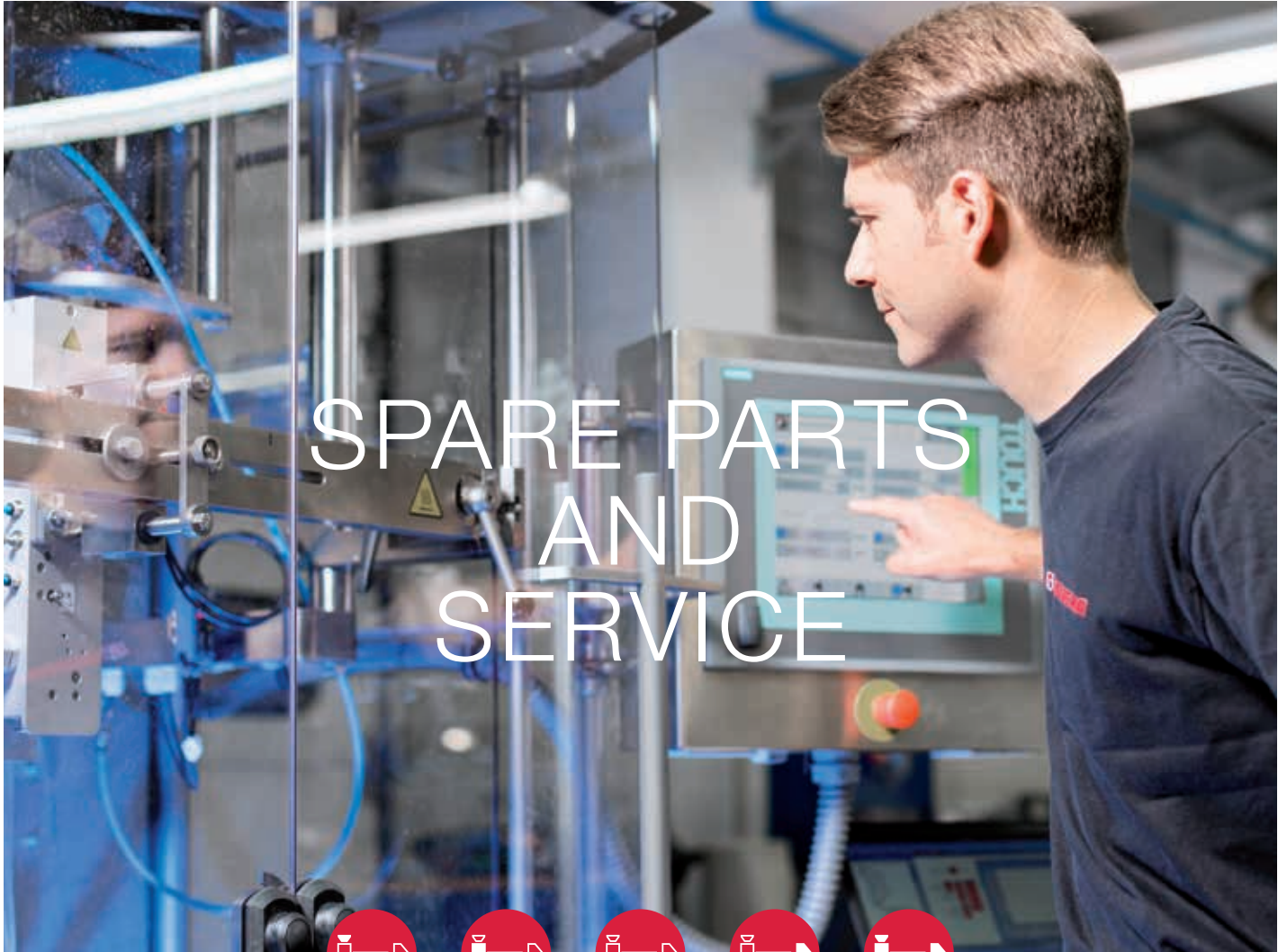

ROVEMA CUSTOMER SERVICE



SPARE PARTS AND SERVICE



DOSING
SYSTEMS



FORM FILL AND
SEAL MACHINES



CARTONING
MACHINES



FINAL PACKAGING
MACHINES



TURNKEY
SYSTEMS

 **ROVEMA**

Passion for packaging

ROVEMA SERVICE CONCEPT

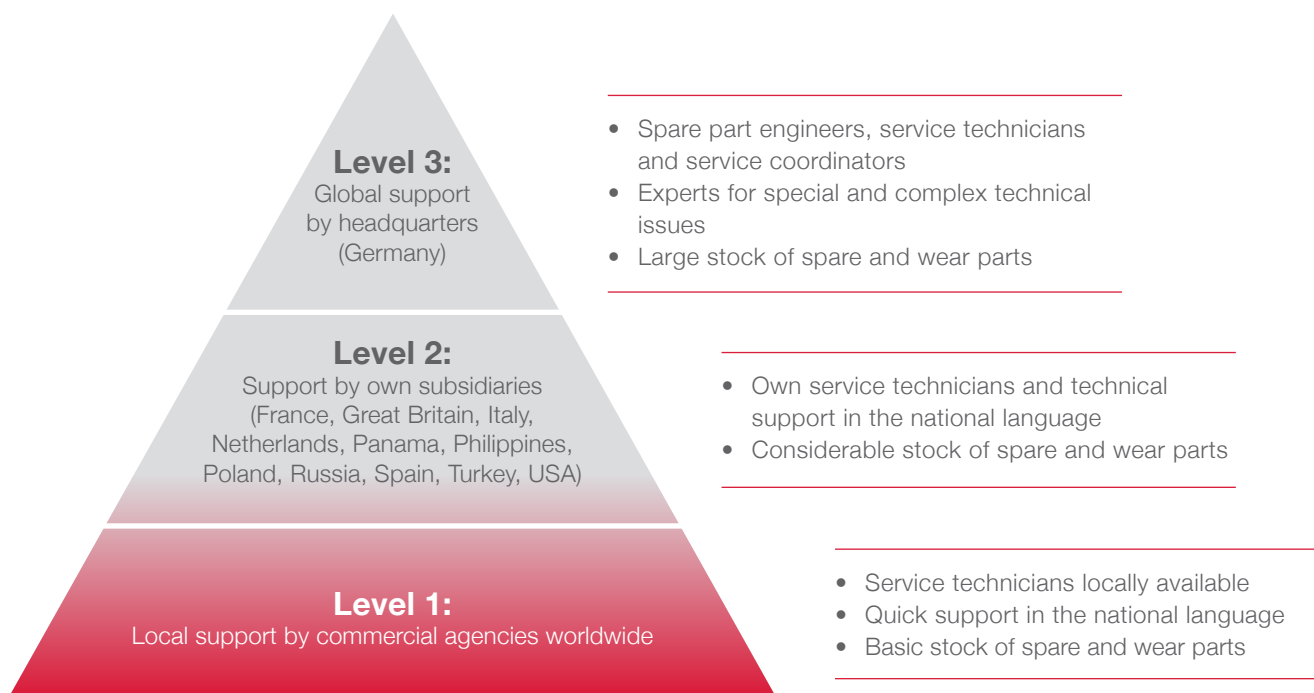


Global Presence

Our service system with a global network of subsidiaries and agencies is continuously expanded and optimized. We offer service to our customers at global, regional and local stages and take into account that ROVEMA machines are located in different countries, time zones and markets.

From our headquarters in Fernwald we organize the global spare parts supply as well as coordinate and support our services worldwide. Whenever necessary, the Customer

Service can fall back on specialists from the different departments. On a regional level, ROVEMA is currently represented by 11 subsidiaries (France, Great Britain, Italy, Netherlands, Panama, Philippines, Poland, Russia, Spain, Turkey, USA) which employ their own service technicians, dispose of a considerable stock of spare and wear parts and offer our customers competent support in the national language. Our agencies at a local level provide quick support on-site and dispose of a basic stock of spare and wear parts.



SPARE PARTS AND SERVICE



We understand the competent and friendly consulting and support of our customers as an essential part of our company philosophy and a valuable service in a sector of technically advanced and complex products. The ROVEMA Customer Service as an independent business division of ROVEMA GmbH with currently approx. 30 employees combines the areas of spare parts and field service and accompanies customers from the acceptance of a packaging machine throughout its entire life cycle.

At the ROVEMA Customer Service friendly spare part saleswomen take care of requests, purchase orders and invoices for ROVEMA spare parts. The handling of technical issues and the development of new solutions in cooperation with our

customers are the tasks of experienced spare part technicians. Dedicated service coordinators provide telephone support and ensure a smooth execution of our worldwide on-site services. Moreover, our reliable, accredited and multilingual service technicians are available to our customers all over the world.

When it comes to the Customer Service of an internationally operating company like ROVEMA, foreign language competence is of great importance, not only for our service technicians. All employees at the ROVEMA Customer Service dispose of very good language skills in German and English. Furthermore, many employees speak further languages like French, Spanish, Polish, Russian, Romanian and Croatian.



ROVEMA SERVICE QUALITY

“We guarantee our customers a constant machine availability and a reliable production.”



ROVEMA Quality for your Packaging Machine.

High-Quality Spare and Wear Parts.

For a constant functioning of your packaging machine, ROVEMA permanently keeps on stock more than 15,000 different spare and wear parts. Moreover, in order to always guarantee a prompt reaction in case of faults, we offer individual spare and wear parts packages for new as well as for existing machines. In case you require machine-specific special parts for certain functions, we produce them according to the original building plans. Besides, for many parts from our in-house production we have attractive delivery times.

Forming Sets for Innovative Packaging.

We offer high-quality and custom-made forming sets for all ROVEMA machine types – from dosing to final packaging machines. Furthermore, we provide special executions (e.g. gassing) as well as individual components of a forming set (e.g. forming shoulder) and ROVEMA dosing augers.



Modernizations.

We offer numerous innovative retrofits and conversions for an increase in efficiency and flexibility, a reduction of wear and an extension of functions. This way you can continuously adapt your ROVEMA machine to current technological developments. Some selected examples of modernizations:

- Bag carry handle
- Block bottom bags
- Conversion to P@ck-Control system
- Euro hole punch
- Heat sealing
- Impulse sealing
- Labeling device
- Printer
- Round hole punch
- Sealing jaws with exchangeable inserts
- Servo-driven film unwind device
- Sliding jaw
- Software extension
- Splicer
- Stabilo Seal® at tube / in film reel carrier / stand-alone
- Vacuum closing device for auger doser
- Zip applicator

Technical Customer Information.

We communicate technical innovations for existing machines on a monthly basis via newsletter to our customers, subsidiaries and agencies. Moreover, we use it to inform about limited special promotions, training dates as well as machine components discontinued by a supplier.

ROVEMA SERVICE COMPETENCE



Extensive Service.

Our service technicians render a wide range of services: installation, commissioning and acceptance of machines, conversions and retrofits, exchange of spare and wear parts, maintenance, fault removal and instruction of operating personnel. Regular trainings update their knowledge. Thus they are always the best contact persons regarding technical questions and optimization desires and can respond to the needs and expectations of our customers. Some of our service technicians also function as facilitators of our customer trainings.

Trainings by ROVEMA.

- Compact and profound technical knowledge
- Content: operation, maintenance, error analysis and optimization of ROVEMA machines
- Basic and advanced courses for the ROVEMA standard control P@ck-Control
- Limited group size and effective learning environment
- Customer-specific trainings on your site by request

Remote Maintenance and Telephone Support.

Having a competent contact person at any time is especially important for our customers in markets with high time pressure and delivery obligations.

The ROVEMA Customer Service offers:

- 24-hour hotline
- Remote maintenance via Internet (VPN), mobile communications and modem

- Prompt and efficient fault removal
- Easy software transfer, even over long geographical distances

Service Contracts: Support – Service – Security.

Thanks to our flexible modular system, your ROVEMA service contract can be designed in an individual way. The following services are always included:

- Regular inspection of all important machine components for wear, performance and safety through a qualified ROVEMA service technician
- Instruction of operating personnel at your machine
- Identification of potential for optimization
- Free use of our 24-hour hotline

Moreover, we offer guaranteed reaction times, e.g. a maximum time span until the arrival of our service technician at your site in case of a breakdown.

A packaging machine is a considerable investment and a service contract supports you in preserving its value. Further convincing advantages:

- Calculable maintenance and service costs
- Improvement of your operating staff's know-how
- Prevention of malfunctions and downtimes
- Ensured availability of machine
- Compliance with delivery obligations

ROVEMA WORLDWIDE



- Headquarters and subsidiaries
- Commercial agencies



Passion for packaging

ROVEMA GmbH
35463 Fernwald
T +49 641 409-0
info@rovema.de

ROVEMA France SAS
93360 Neuilly-Plaisance
T +33 143 09 37 20
info@rovema.fr

ROVEMA Benelux bv
4902 TT Oosterhout
T + 31 162 576 464
sales@rovema.nl

ROVEMA Italia s.r.l.
20026 Novate Milanese (MI)
T + 39 02 48 011 785
info@rovema-italia.it

ROVEMA Packaging
Machines Ltd
Gatehouse Close/Aylesbury
T +44 1296 31 04 90
sales@rovema.co.uk

ROVEMA Spain and Portugal S.L.
08208 Sabadell/Barcelona
T +34 937 154 603
rovema@rovema.es

ROVEMA Makine San. Ve Tic. A.S.
34870 Kartal/Istanbul
T + 90 216 688 70 88
info@rovema.com.tr

OOO ROVEMA
196247 St. Petersburg, Russia
T +7 812 309 7607
info@rovema.ru

ROVEMA POLSKA Sp. z o.o.
02-672 Warszawa
T +48 22 854 04 45
rovema@rovema.pl

ROVEMA North America Inc.
Norcross, GA 30093
T +1 404 640 5310
info@rovema-na.com

ROVEMA Latinoamérica S.A.
Panama City
T +507 209 3625
rlainfo@rovema.com

ROVEMA Asia Pacific
Corporation
Biñan City/Philippines
T +63 495454139
info@rovema.com.ph

Sales partners and service centers worldwide

www.rovema.com