



## Support & Aftercare Services

# Thankyou

## For choosing a Rotech solution

We hope you are pleased with your new coding and marking solution. We are confident that your new equipment will consistently perform as it should, reliably and cost-effectively, achieving optimum results, time and time again.

## Quality support for all our customers

Support at Rotech doesn't finish when we have supplied or even installed a system. In fact, the excellent working relationship that we enjoy with our customers relies on the high level of support that we are able to offer them.



# Supportservices

From telephone orientated technical support to site visits, we are able to provide a full range of support & aftercare services.

We can offer Preventative Maintenance contracts for all of our systems, liaise with OEM suppliers and also provide a full range of consumables for the systems that we supply.

Of course, support can also mean helpful hints and tips, simple quick-start guides, informative videos and general knowledge-based assistance.

Part of our 'added-value' to both new and existing customers is our level of technical expertise and understanding of the packaging industry.

“Rotech’s support was superb. They tested loads of different ribbons until they found the right one. They also altered the way the machine was picking up the bags to enable it to run the new pouches.”



# Training

## Specialist, hands-on training for your operators and engineers

Specially developed training programs are available to all of our customers, to cover all aspects of system operation and routine maintenance.

Whether for one or multiple members of staff; operatives of equipment, line managers, engineering managers or supervisors, Rotech can provide a package to suit you.

We can offer both in-house and on-site training, please contact us for more details or to discuss your individual requirements.



# Technical support

Our dedicated support team are always on hand to offer you:

- Telephone and email support to ensure you're back up and running quickly
- Video orientated technical support
- Technical documents and videos
- On-site visits, for when the issue cannot be resolved remotely
- Free advice to ensure that you get the most out of your Rotech solution

To directly contact our dedicated and friendly support support team please call 01707 682642 or send an email to [support@rotechmachines.com](mailto:support@rotechmachines.com)

# Warrantyoptions

All of our solutions come with a month warranty as standard. So, if you do happen to experience any issues due to faulty parts or unexpected equipment failure during this warranty period, we will endeavour to repair and replace what is needed to ensure you are up and running again as soon as possible, covering any parts and labour costs\*

Extended warranty contracts are available from 18 - 36 months to give you that extra peace of mind

\*not including consumable items such as thermal printheads and does not cover accidental damage

# Preventativemaintenance



General wear-and-tear of parts is to be expected when a machine or system is in use for extended periods of time.

Our preventative maintenance contract is designed to prevent unnecessary downtime and keep your Rotech equipment running exactly as it should, reliably and cost-effectively.

Our contract generally consists of two visits per annum, but this is subject to quantity of machinery on-site – a tailored agreement could be written up if needed.

The designated visit(s) would allow our service engineer to fully test and inspect all Rotech equipment thoroughly and make any necessary amendments to ensure continued smooth, trouble-free operation.

# ServiceExchanges

Available for our RF Lite and thermal inkjet printers

Our service exchange scheme allows for a replacement unit to be sent, usually next day, with no requirement for an engineer to visit as your current unit can be simply swapped-out and returned to us.

Thermal inkjet printers are ideally suited to this as all the ink is contained in the cartridge, meaning that the printhead and controllers can be easily, efficiently and cleanly sent to you.

Similarly, the RF Lite feeding system is of a size and weight to be handled on a next-day carrier service and benefits from having completely new running gear for “as new” operation.





# Repairservice

All Rotech equipment can be repaired by our engineers at your premises at a time to suit you and with minimum disruption to your production using the original parts used in the manufacture of the system.

An alternative is to send the system to us for repair in the factory which can be the more appropriate course of action if a complete overhaul is required.



“Rotech are a very good, professional company and if, on the odd occasion we need their help with any issues regarding the carton machine, it is dealt with promptly”



## Spareparts

Our spare part kits are recommended to ensure you have critical system components to hand if you should ever need them, helping to maximise production efficiency and reduce unscheduled downtime.

Our kits can be provided directly through our support team or can be ordered from us for delivery next day.



# Quality consumables

Ensure optimum print quality with our vast range of high-quality coding and marking consumables. We can supply thermal inkjet cartridges, thermal transfer ribbon, thermal printheads, labels, hot foil and more for all major printer brands - all available at competitive prices on short lead times.



## Free match service

We have the ability to undertake test printing at our facility and, as such offer a completely free match service.

Let us know what you would like to print and what surface you would like to print onto and we will find you the optimum solution. We can also provide samples of product to ensure complete satisfaction before purchase.



### How to register

Registering with us is easy: simply send an email to [sales@rotechmachines.com](mailto:sales@rotechmachines.com) letting us know that you want to sign up and we will send you an invite.

## Onlineshop

Buy.Rotech - a quick, hassle-free way to purchase your quality equipment and consumables for product coding.

- Convenient, easy ordering at any time
- See product information in real-time
- Recall and reorder previous orders
- Receive exclusive deals and discounts
- Pay by your preferred payment method. invoice\* or credit card

\*for existing Rotech account holders only



**Rotech**  
THE CODE MARK OF **EXCELLENCE**

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