

CONSULTING  
CONVEYING  
TRIMMING  
STACKING  
LOG STACKING  
PALLETIZING  
DIGITAL  
JOB OPTIMIZER  
SERVICE



**CONTACTS**

**RIMA SYSTEM**



#### NEW EQUIPMENT & RETOOLING

- Pre-Sales & After Sales Consulting
- Data & Pre-installation meetings
- Solution Design – final layout
- Procurement, manufacturing, refurbishing
- Installation – start-up – production control

#### TRAINING & EMPOWERMENT

- Operator training
- Maintenance training
- Retraining (support contract)
- “Power-user” training
- Remote training (Teamviewer)

#### SERVICE & SUPPORT

- Spare parts & consumables
- Maintenance – planned, emergency, preventive
- Remote access via Internet
- Software debugging / upgrades
- 24h Support Hotline

**RIMA  SYSTEM**

Europe

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## RIMA-SYSTEM Europe – contact persons

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## Sales Administration &amp; Order Management

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## CAD Layouts, Engineering

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(\*) Except for areas covered by RIMA-SYSTEM Far East, RIMA-SYSTEM Atlanta, CIVIEMME-SYSTEM &amp; SYSTEM UK

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Worldwide (*)	Jürgen Porr	+49 1805 9500905	<a href="mailto:support@rima-system.com">support@rima-system.com</a>	Spare Parts Department

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**Notes on spare parts orders / shipments**

Please send all your spare parts orders via email, fax or via our webpage so we have them in written form.

Please specify part number & name, quantity and let us know for what machine (including serial number!) you need the parts.

All spare parts orders / inquiries are normally processed within 24 hours.

If we have a formal order before noon we normally proceed with standard shipping the same day in case all parts are available.

If you need partial shipments or express shipments please clearly specify this in your parts order (extra costs involved).

**Important: Some countries have special customs clearing rules. Please exactly specify all needed documents and procedures in order to avoid problems and delays in customs !**

**If no special procedures are specified we assume that standard shipping will be o.k.**

 **CIVIEMME**  **SYSTEM**

Civiemme System

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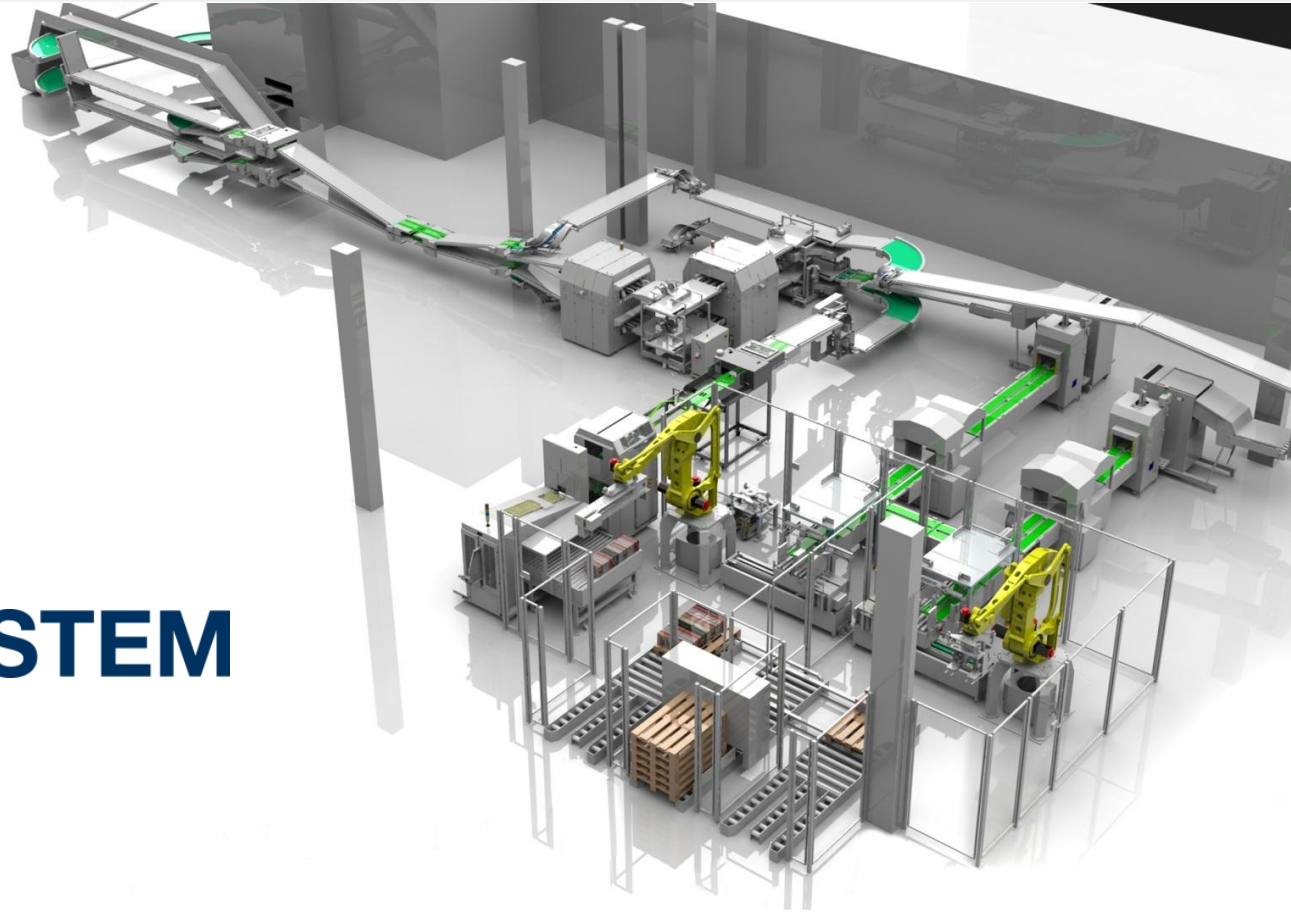
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