

CONSULTING
CONVEYING
TRIMMING
STACKING
LOG STACKING
PALLETIZING
DIGITAL
JOB OPTIMIZER
SERVICE



CONTACTS

RIMA SYSTEM

RIMA-SYSTEM – Global Presence & Global Support

**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

RIMA-SYSTEM Europe, Germany
Monschauer Str. 1 ; D - 40549 Düsseldorf
Telefon: +49 - 211 - 950090
Telefax: +49 - 211 - 9500911
info@rima-system.com

RIMA-SYSTEM Europe – contact persons

Consulting, Technical Sales, Requirement Definition & Solution Design

Area	Contact Person	Fon	Email	Title
Latin America, Europe (West & South)	Klaus Kalthoff	+49 211 9500953	klaus.kalthoff@rima-system.com	President
Germany & Switzerland	Hans Pflipsen	+49 211 9500960	hans.pflipsen@rima-system.com	Area Sales Manager
Austria, Eastern Europe, CIS	Thomas Krause	+49 304 6010346	thomas.krause@rima-system.com	Area Sales Manager
Scandinavia, Benelux, UK, Greece, Turkey	Michael Daniel	+49 211 9500940	michael.daniel@rima-system.com	Area Sales Manager

Sales Administration & Order Management

Area	Contact Person	Fon	Email	Title
Worldwide (*)	Helmut Rosbach	+49 211 9500943	helmut.rosbach@rima-system.com	Manager Sales Admin
Worldwide	Ramune Daniel	+49 211 9500946	ramune.daniel@rima-system.com	OEM & Sales Support
Latin America, Southern Europe	Gaby Myszka	+49 211 9500939	gaby.myszka@rima-system.com	Sales Administration
Europe	Judith Sieglar	+49 211 9500956	judith.sieglar@rima-system.com	Order Management

CAD Layouts, Engineering

Area	Contact Person	Fon	Email	Title
Engineering Worldwide	Helmut Thissen	+49 211 9500949	helmut.thissen@rima-system.com	Product Manager

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

RIMA-SYSTEM Europe – contact persons

Service Calls, Installation support

Area	Contact Person	Fon	Email	Title
Worldwide	Christian Künstler	+49 211 9500959	christian.kuenstler@rima-system.com	Head of Technical Service

Spare Parts & After Sales Service

Area	Contact Person	Fon	Email	Title
Worldwide (*)	Michael Schoenen	+49 1805 9500905	support@rima-system.com	Spare Parts Department
Worldwide (*)	Georg Panagiotidis	+49 1805 9500905	support@rima-system.com	Spare Parts Department
Worldwide (*)	Jürgen Porr	+49 1805 9500905	support@rima-system.com	Spare Parts Department

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

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

CIVIEMME-SYSTEM S.r.l., Italy
Via Salvemini; 28012 Cressa (NO)
Phone: +39 - 0322 807 100
Fax: +39 0322 807 182
info@civiemme-system.com

CIVIEMME-SYSTEM – contact persons**Consulting, Technical Sales, Requirement Definition & Solution Design**

Area	Contact Person	Fon	Email	Title
Italy (worldwide)	Nicola Vincenzo	+39 0322 807150	n.vincenzo@civiemme-system.com	Technical Sales, Service & Support
Italy (worldwide)	Battista Zaninetti	+39 0322 807166	b.zaninetti@civiemme-system.com	Engineering

Sales Administration & Order Management

Area	Contact Person	Fon	Email	Title
Italy (worldwide)	Anna Bezio	+39 0322 807100	a.bezio@civiemme-system.com	Head of Sales Administration

Installation, Spare Parts, After Sales Service

Area	Contact Person	Fon	Email	Title
Italy (worldwide)	Nicola Vincenzo	+39 0322 807150	n.vincenzo@civiemme-system.com	Head of Technical Service
Italy (worldwide)	Adriano Delponte	+39 0322 807146	a.delponte@civiemme-system.com	Spare Parts Department

RIMA  SYSTEM

USA

RIMA-SYSTEM Atlanta LLC, USA
2000 First Center Dr., Suite 250; Marietta, GA 30062
Phone: +1 - 770 - 998 5622
Fax: +1 - 770 - 998 5680
postpress@rima-system.net

RIMA-SYSTEM Atlanta – contact persons**Consulting, Technical Sales, Requirement Definition & Solution Design**

Area	Contact Person	Fon	Email	Title
USA, Canada, Mexico, Central America	Mike Volbeding	+1 770 998 5622-301	m.volbeding@rima-system.net	General Manager

Sales Administration & Spare Parts Management

Area	Contact Person	Fon	Email	Title
USA, Canada, Mexico	Andrea Hunter	+1 7709985622-306	a.hunter@rima-system.net	Sales Administration

CAD Layouts, Engineering, Installation, Service & Support

Area	Contact Person	Fon	Email	Title
USA, Canada, Mexico, Central America	Mike Volbeding	+1 7709985622-301	m.volbeding@rima-system.net	General Manager

RIMA  SYSTEM

Far East

RIMA-SYSTEM Far East Pte Ltd, Singapore
111 North Bridge Road #23-06, Peninsula Plaza,
Singapore 179098
Phone: +65 - 6 338 5580
Fax: +65 - 6 338 5582
rima@rimasystem.com.sg

RIMA-SYSTEM Far East – contact persons**Consulting, Technical Sales, Requirement Definition & Solution Design**

Area	Contact Person	Fon	Email	Title
Far East	Jacky Ng	+65 6338 5580	jacky.ng@rimasystem.com.sg	Senior Project & Support Manager

Sales Administration & Spare Parts Management

Area	Contact Person	Fon	Email	Title
Far East	Sugiany Tan	+65 6338 5580	su.tan@rimasystem.com.sg	Office Manager

CAD Layouts, Engineering, Installation, Service & Support

Area	Contact Person	Fon	Email	Title
Far East	Jacky Ng	+65 6338 5580	jacky.ng@rimasystem.com.sg	Senior Project & Support Manager

RIMA SYSTEM

rima-system.com

