



## AUTOBAG® SERVICE AND SUPPORT

By offering automated bagging systems, the AUTOBAG® brand has revolutionised packaging processes for businesses. With cutting-edge technology and a strong focus on efficiency, AUTOBAG® has become a trusted partner for companies across various industries.

When considering an investment in a packaging machine, several factors deserve your attention. The experience, competence, and response time of the field service and technical support teams, as well as the availability of spare parts and thermal transfer ribbon, all play a crucial role.

At SEE, we take customer support seriously and prioritise our valued customers' needs. With our extensive field service and dedicated in-house technical support teams, along with our industry-leading stock of spare parts, we are committed to providing the assistance you require. Currently, 98% of all machine breakdowns receive a response the following day or sooner.



### WHEN PURCHASING AUTOBAG® BRAND SYSTEMS AND MATERIALS, YOU WILL RECEIVE THE FOLLOWING BENEFITS:

- Delivery, installation, operator, and maintenance training
- Free replacement parts for one year\*
- 1 free callout after 6 months to ensure the machine is running at optimum performance
- Free remote technical support from our dedicated team based in Malvern
- Discounted callout rates
- Discount off spare parts once parts warranty has expired
- Preferred service planning with quick and easy next day breakdown support
- Discounted in-house maintenance training courses
- Dedicated area customer service rep and account manager
- In house Applications support
- Service support phone line for immediate response when you need us

*\*Does not include thermal transfer printhead*