

## Technical Service

- ★ Emergency downtime in-field or remote assistance
- ★ Technical consulting
- ★ Production run support
- ★ Preventive maintenance
- ★ Service collaboration

[helpdesk@ctpack.com](mailto:helpdesk@ctpack.com)

## Remote Support

- ★ Preliminary analysis and identification of the issue
- ★ Troubleshooting
- ★ Augmented reality support
- ★ Freehand smartglasses
- ★ Automation remote support

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## Machine Modernization

- ★ Meet your market expectations
- ★ Specific modernization programs to extend the life of CT PACK machines
- ★ Electrical revamping available for all original machines
- ★ Modernizations are available in factory or in-field services



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## CT PACK e-Portal

- ★ Digital spare parts manuals in 2D/3D graphics and automation requests
- ★ Updated technical documentation and within reach of consultation
- ★ Opening ticketing for assistance requests

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Creative Technology  
for Packaging

## AFTER SALES SERVICES



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**CT PACK**

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## Customized Training Programs

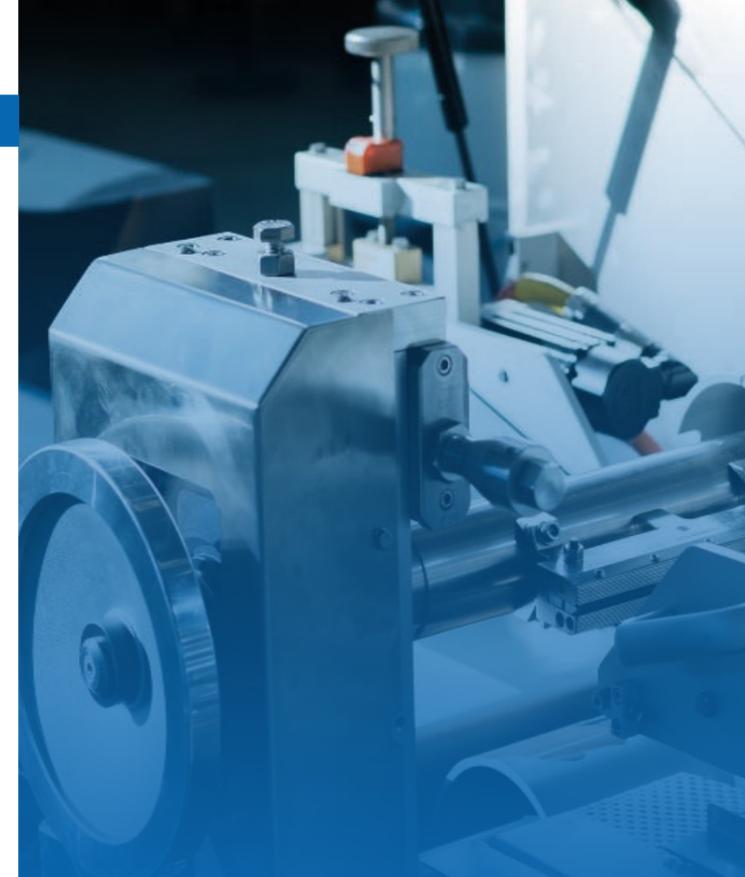
- ★ Classroom training
- ★ In-field training
- ★ Customized E-learning training on demand
- ★ Video training

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## Spare Parts & Stock Parts

- ★ Improve the lifetime and efficiency of your machine with OEM parts
- ★ Develop customized, recommended spare parts list to minimize potential downtime
- ★ Respond to emergency part failures
- ★ Identify and order OEM replacement and spare parts at competitive prices
- ★ Stock management

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## Customized Machine Upgrades

- ★ To keep the machine running efficiently, CT PACK offers a number of electrical, mechanical and safety upgrades
- ★ Changes, upgrades and unique solutions performed by qualified technicians
- ★ Ongoing service ability of the equipments

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## Product Changes

- ★ Dedicated team to develop new customized solutions
- ★ Create new recipes
- ★ Standard product solutions
- ★ R&D to meet market changes
- ★ Software and / or mechanical modification

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