

Customer Care

Service Collaboration

Ensure the maintenance of your machines with original spare parts, **preserving their performance over time.**

Consulting Visit

01

CHOOSE THE LEVEL OF
PACKAGE THAT BEST
SUITS YOUR NEEDS!

Consulting Visit

Technical Assistance

02

Consulting Visit

Technical Assistance

Spare Parts

03

Consulting Visit

Technical Assistance

Spare Parts

Maintenance Plan

04

Consulting Visit

Technical Assistance

Spare Parts

Maintenance Plan
Data Monitoring

05

Consulting Visit

Technical Assistance

Spare Parts

Maintenance Plan
Data Monitoring
Efficiency Guaranteed

06

Customer Care

Manuals

If you want **in-depth, complete and repeatable documentation**, our catalogue of manuals provides all the necessary information.

MANUALS AVAILABLE INCLUDE:

- ★ Digital work instructions
- ★ Maintenance schedules
- ★ HMI alarm troubleshooting
- ★ 3D video guides
- ★ Basic operator/maintainer manuals

Training Programs

Training keeps employees up-to-date, efficient, and innovative, supported by our **flexible learning options and continuous assistance.**

SELECT THE LEVEL OF TRAINING THAT FITS YOUR NEEDS!

Field Training
with engineer

01

Field Training +
Basic
Documentation

02

03

Field Training +
Professional Doc. +
Certification



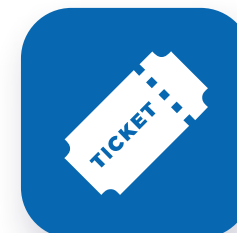
04

Field Training +
Professional Doc. +
Certification +
Smart E-learning

Customer Care

Remote Support

Choose the support plan that best fits your needs, **from hourly assistance to global expert help**, with personalized remote support to reduce intervention times and downtime, even during nights and weekends.



Data Monitoring

It integrates with existing systems to **collect, analyze, and visualize real-time data from machinery and production lines**, providing valuable insights into performance and overall equipment effectiveness (OEE) through user-friendly dashboards, helping optimize processes.

IT OFFERS KEY BENEFITS SUCH AS:

- Enhanced performance by identifying inefficiencies
- Improved OEE by monitoring uptime, performance and quality
- Data-driven decision-making for continuous improvement
- Predictive maintenance to prevent downtime



Creative Technology
for Packaging

a company of



SERVICE

Customer Care
Spare Parts
Modernizations



ctpack.com

contact: helpdesk@ctpack.com

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CT PACK

Via Argine Volano 355/D - 44034
Fossalta (Ferrara) - Italy - +39 0532 87 96 00

Spare Parts

Spare Parts

We supply original CT Pack **spare parts** for all machines since 1958, ensuring high performance and durability.

OUR SUPPORT INCLUDES:

- ★ OEM parts sourcing
- ★ Emergency replacements
- ★ Customized spare parts lists

Stock Management Service

We stock fast-moving spare parts for urgent needs and **manage strategic components** on request.

Our specialists can offer customized solutions for CT Pack equipment.



TWO OPTIONS:

- your own stock at CT Pack
- your own stock at your facility



ADVANTAGEOUS
PAYMENT
OPTIONS



FROM
12 MONTHS TO
18 MONTHS

contact: service@ctpack.com

Spare Parts

We do it for you!

Trust CT Pack with the maintenance of your machinery:

- Send us your assembled units or small components
- Maintenance and refurbishment of your units/components
- Return of units optimised for maximum performance

CHOOSE BETWEEN TWO TYPES OF MAINTENANCE:



CUSTOMISED
TO YOUR UNIT



FAST AND
TROUBLE-FREE

Warranty & Extra-Warranty Service

In compliance with the warranty terms of the sale contract:

- ★ We provide coverage for repair or replacement costs
- ★ You can agree on an additional warranty period
- ★ We can create a dedicated proposal for your CT Pack equipment
- ★ The warranty extension can last up to 12 extra months

*All services can also be provided on machines of the following brands:



Mopa

OTEM



VORTEX
SYSTEMS

contact: service@ctpack.com

Modernizations

Sustainability Initiatives

We provide sustainable initiatives for **safety, hygiene, and environmental regulations.**



REGULATORY
COMPLIANCE



ECO-FRIENDLY
MATERIALS



ENERGY
EFFICIENCY



RESOURCE
OPTIMIZATION

Improve Machine Controls

We can develop innovative solutions to modernise your old machines in a few simple steps:



Initial inspection to identify obsolete components



Analysis and recommendations based on an up-to-date technical database



Hardware/software upgrades with modern technologies



Extended machine lifespan through modernization

contact: upgrade@ctpack.com

Modernizations

Machine Upgrades

The flexibility of our machines allows easy adaptation to new products. With our expertise, we upgrade existing machines by **modifying components, replacing parts, or updating software as needed.**

Machine Revamping & Relocation

After years of use, the machines will be obsolete despite maintenance. Our revamping service offers a smart, cost-effective solution.

KEY BENEFITS:

- ★ Assessment of key components by expert technicians
- ★ Repair or replacement of obsolete components and technology only if necessary
- ★ Enhanced quality, efficiency and profitability
- ★ Lower cost than full machine replacement
- ★ Option to relocate and recommission equipment

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