



## CUSTOMER SERVICE

Proximity network, quick response to any issue, continuous innovation: our Customer Service Department evolves steadily in order to assure your production and get your financial targets under control.

Quick response, planned service visits few months earlier, we answer to your production requirements.

### TO GUARANTEE YOUR PRODUCTIVITY

#### Your satisfaction comes first

A proactive organisation that is 100% dedicated to customer satisfaction.

USIFROID is a global leader in the design, assembly and servicing of freeze-drying systems. We are a proactive organisation that is 100% dedicated and focused on customer satisfaction. We reward our team for continuous improvement. This philosophy sets USIFROID apart from our competitors.

USIFROID Customer Support Team has a greater understanding of your business. This is why our strategy includes listening to your requirements, advising the best possible solution. This results in cost-effective, timely and reliable solutions for as long as you own our equipment; as you can see from our reputation and record that will be a very long time.

### YOUR KEY TO SUCCESS

#### Enhanced service and support

Your key to success is meeting your product quality and production schedules on-time. USIFROID is committed to giving your business this competitive edge for your success.

USIFROID offers a global service network strategically located so as to provide a proactive approach.

Our Service Engineers and Technicians are fully factory trained on all aspects of the system design for superior service.

USIFROID offers a wide range of service plans to assist you in keeping your equipment performing like new and on schedule.

- Emergency service : Our Service Engineers and Technicians are just a call away
- Emergency replacement parts: We maintain a full inventory of parts and the majority of our replacement parts is shipped in 24 hours
- Preventative maintenance programmes: USIFROID offers several maintenance programmes that will meet your equipment requirement and budget
- Calibration: USIFROID can regularly support your protocols for calibration
- Validation: USIFROID Service Team can assist you with your validation effort with SAT, IQ and OQ protocols

Total after-sales support, in-depth knowledgeable Field Engineers, we work together to reduce your maintenance costs.



## CUSTOMER SUPPORT TEAM ALWAYS AT YOUR SERVICE

Week-end, bank holidays, portable and highly efficient instruments.

### Minimize your risks with our exclusive service plans

The USIFROID Technical Service Team is available to answer your questions or to support your equipment needs. Contact your service representative today to find out which programmes fit your requirements.

A customer service assistant remains permanently at your disposal so as to guarantee the proper carrying out of our different operations:

- Service hotline
- Technical evaluation, audit and onsite expertise
- Installation and re-location service
- Operator personnel training (onsite/offsite)
- Remote diagnosis
- Modernisation through upgrade and refurbishment: instrumentation, control and SCADA, refrigeration, vacuum
- Periodic water vessel pressure testing
- Preventative maintenance programmes: short term, medium term, long term and 24 hour repair service
- Calibration services: temperature, vacuum, pressure and shelf (flatness, roughness, temperature mapping, helium leak detection)
- Validation services
- Spare parts supply and recommended parts to be kept on
- Emergency replacement parts

## USIFROID : THE PROPER CHOICE

USIFROID remains committed to total support and complete customer satisfaction.

### Usifroid is the smart choice for protection of your equipment investment

It has been our pleasure to serve our customers freeze-drying and loading system equipment needs for over 60 years.

USIFROID has evolved and undergone many changes in this period. One aspect of the company that has not changed is our commitment to continuous improvement, innovating technology with proven and validated system designs and working with you our customers to satisfy your needs.

We hope that you will continue to give USIFROID the opportunity to serve you and if you are a new customer considering USIFROID for your equipment and service needs - Welcome. We are confident that you will not be disappointed.

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