



Services

Because your productivity
is our priority

Always by your side



www.tmipal.com

We provide you with
after-sales services
designed to maximise
the efficiency and
performance of your
TMI equipment



Our aim is to always be by your side when you need us. That's why we have created a range of after-sales services specifically designed to meet the needs that may arise with your TMI equipment.

Like you, we want to ensure your equipment meets the production goals set from the beginning, and we want to support you throughout its entire lifespan.

With TMI services, you will improve the efficiency, reliability and availability of your end-of-line equipment, thus avoiding the costs of unexpected downtimes.



Preventive maintenance

Prevention is key to keeping your production always as scheduled

This Service includes:

How many times have we heard that 'prevention is better than cure'?

Many breakdowns that seemingly occur out of the blue could be avoided with a simple regular check-up of the line's components.

With **TMI's preventive maintenance**, you will be able to identify the elements and components that require inspection, avoiding surprises and unexpected breakdowns. This way, you can anticipate any failures and minimise downtime.

Exhaustive inspection of all points of the machine deemed inspectable.

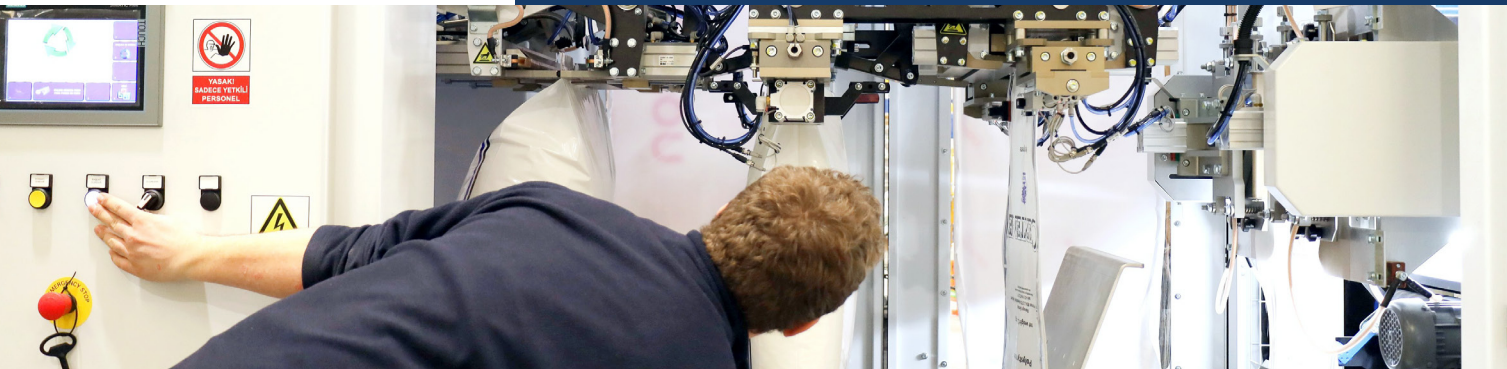
Checking the operation of the equipment with product in place.

Detection of the machine's misuse and training for staff on how to avoid it.

Detailed list of the necessary spare parts to be replaced.

With this Service,
you get:

- ✓ **10%**
discount on the purchase of spare parts.
- ✓ **Unlimited and preferential**
REMOTE ASSISTANCE service.



Evaluation and monitoring

Ensuring the long-term performance of your equipment

This Service includes:

Are you concerned about your TMI equipment maintaining efficiency throughout its service life?

Continuous use, product changes, format changes and operator shifts can create malfunctions that directly impact on production.

With **TMI's evaluation and monitoring service**, we guarantee that your packaging lines continue to operate at maximum efficiency, keeping your equipment well-adjusted and fully operational.

An evaluation and inspection to make sure all equipment is running smoothly.

Monitoring of efficiency, real production, and the line's cycles per hour.

Detection of misuse of the machine and training for staff on how to avoid it.

With this Service, you get:

✓ **10%**
discount on the purchase of spare parts.



Service year

Continuous support for optimal performance

During the first year of operation of your machine, we are at your disposal to advise you on the best daily practices and to ensure the long-term optimisation of the line, with the aim of reaching its maximum performance.

The technician assigned to support you will be the same field engineer who was actively involved in the FAT testing and commissioning of your installation.

The experience, knowledge and the bond built with your team are essential to keep the whole process running smoothly.

This Service includes:

Three service team support visits during the first year after the machine is commissioned.





1 month after commissioning

General inspection of the packaging line.

Verification of the equipment's performance.

Adjustment of parameters and specific training on basic functions and troubleshooting.



6 months after commissioning

Detailed follow-up on all recommendations and parameter adjustments.

Training reinforcement.



11 months after commissioning

General revision and consultancy for the long-term optimisation of the line.

Recommendations for proper maintenance and extending the equipment's useful service life.

Maintenance and spare parts recommendations.



Remote assistance service

Solving unexpected breakdowns instantly, with no waiting time

This Service includes:

Can you imagine resolving breakdowns and shutdowns on your line without having to wait for a technician to come to your factory?

With TMI's **remote assistance** service, this is possible.

Remote analysis and troubleshooting of incidents.

Real-time monitoring of operational processes.

Software updates when necessary.

Telephone support and remote connection to the equipment via the internet.

With this Service, you get:

✓ **80%**
breakdown resolution with
no need for a technician to travel.



SERVICE +

Extended remote assistance service*

*Contract it and we will assist you beyond our regular business hours!



Spare parts

Ensuring the continuity of
your production

As equipment and machines accumulate hours of operation, it is common for their components to gradually wear out, in addition to possible unforeseen breakdowns that can bring to production downtime.

In order to be prepared for any unforeseen event and minimise maintenance and repair downtimes, **TMI's spare parts service** offers you the possibility of supplying your stock with parts that require regular replacement, as well as critical parts for your installation.

This Service includes:

Detailed lists of critical spare parts and consumables.

Assemblies for replacements of whole functional parts of the equipment (SMED philosophy).

Advice regarding improvements and changes to make to achieve maximum efficiency.

With this Service, you get:

- ✓ Greater longevity from your equipment.
- ✓ Long-term optimisation of the line.
- ✓ A significant reduction of downtime and repair costs.



Customer service

We are always by your side

For any queries or assistance you may need, our team is always available to support you.

Spare parts

spareparts@tmipal.com

Technical support

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Aftersales

aftersales@tmipal.com

Rubén Ferrer

Customer Service Manager

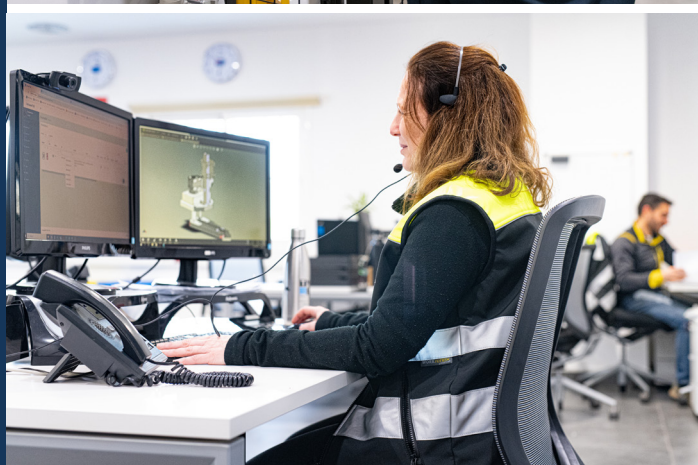
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Notes:

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