



# *Customer Devoted Knowledge*

**PIOVAN**

*Customers. The core of our innovation*

*Help Desk  
Maintenance Contracts  
Training  
Equipment Overhauling  
Spare Parts  
Installations*



*Customer Devoted Knowledge*

**SERVICE END-TO-END**

Operating performance and production efficiency



# Help Desk

**Direct contact with an expert  
is offered to our customers  
24 hours a day, 7 days a week.**

Through our modern Help Desk telephone service, the client requiring assistance can immediately talk with a specialized expert capable of providing prompt, resolving support, analyzing the request and undertaking additional actions if necessary.

Automatic recording of every circumstance, cause and remedy supplies a vast database. This procedure, together with the comments and observations expressed by the customers, are at the basis of the improvement in the levels of product quality and services of Piovan. The goal is to supply both equipment and services designed on the real needs of the clientele.



# Maintenance Contracts

**All the stages of product development and all the elements that lead to completion of the design of a Piovan machine have a fundamental factor in common: the production of equipment that needs minimum maintenance, in terms of both frequency and costs.**

Although all Piovan machinery is designed to perform at the highest level, it requires attention and regular control. The parts subject to wear must be regularly replaced to guarantee elimination of malfunctions or even breakdowns of the machine, so as to ensure the maximum operating efficiency and the highest levels of performance.

Piovan develops equipment guaranteed to function at top efficiency, and provides customized assistance for every specific request.

The maintenance contracts offered by Piovan Services have unique characteristics. The contract consists of a series of operations, each of which is recorded in a service log, called the Plant Book.

Maintenance of the machines and performance kept at the highest level are guaranteed at any call-out time, and the operations are all documented in the Plant Book.

The maintenance contract allows the customer to extend the warranty to three, four or five years.



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# Piovan Services

Knowledge of the processes, applications and products are the fundamental premises for the activity of Piovan Services team, combining experience in the field, skill and professional behaviour at the service of the clientele.

The Services team can provide specialized consultancy, assistance and prompt responses any time, anywhere, taking advantage of the experience of an international organization network consisting of four production plants, sales structures and spare parts distribution services, located in the most important key points of the world.

The spirit of shared information, the disposition to teach, combined with knowledge of applications and processes, are now the basis of the technical preparation programs that the Services Department offers to its clients. The knowledge acquired in 45 years of technological innovation is completely devoted to the customer: Customer Devoted Knowledge.

*Nicola Piovan*





# Equipment Overhauling

**Prompt call out time at the customer's site, and the ability to perform overhauls in a short time and with efficient methods, contribute to increase the operating reliability of Piovan machines all over the world.**

All Piovan equipment can be overhauled on request, and restored to the condition of a "brand new machine". Specialized personnel of the Services Department will provide all information about the type of work to be carried out to restore the machine to optimum working conditions and provide for start-up assistance on the customer's premises.



# Spare Parts

**The service of spare parts supply is rapid, efficient, prompt and complete, thus ensuring the long life of the equipment and maintaining peak performance.**

Thanks to a system automatically managing 15,000 various components and a selection of international express couriers, the Services Department offers an impeccable spare parts service, and ensures that every single part can be shipped anywhere in the world.

The system of spare part traceability, available on-line at [www.piovan.com](http://www.piovan.com), enables the customer to quickly and reliably check the status of any shipment at any time.

The management and monitoring of spare parts supplies enable the company to process statistical data, which are useful for the activities of redesign or modifications in order to improve every single product.

Three modes of spare parts delivery are offered:

- Rocket delivery – the spare part is delivered to the client within 24 hours after the request
- Express delivery – the spare part is delivered within 48 hours after the request
- On demand – the part is delivered as requested.



# Installations

**Piovan, as a global Service Partner, can offer services of planning, turn-key installation, start-up and management of the activities of system supply anywhere in the world.**

The installation of any machinery is a decisive phase and must be carried out correctly, and in the best possible way. The purpose, of course, is to guarantee that the machine functions perfectly, but also and above all that the equipment is used at the maximum level of its performance.

Every supply is coordinated by a System Planner of the Services Department, who manages all stages, from the project to the start-up.

The specialized personnel of Piovan Services Department possess thorough knowledge of the entire process of plastic transformation. This means that every process parameter of Piovan machinery is regulated so as to contribute in a decisive way to the output of a finished product with perfect features.



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