

D I E N S T

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Date: August 2018

Press release - Dienst Verpackungstechnik GmbH

May we introduce ourselves: the new service department

More machines and higher requirements require good support and a smooth process. In order to be able to guarantee maintenance, spare parts orders with short delivery times, support with conversions or modifications, and the deployment of service technicians worldwide, the service team has been expanded.

The new service team introduces itself:

- ☞ Harald Gutwald (Project Manager, After Sales Service)
- ☞ Räd Oweis (Deputy Head of Service)
- ☞ Sabine Kempf (Coordinator for assemblers, transport and customs VEA)
- ☞ Tihomir Petricevic (service employee for internal sales)
- ☞ Attila Yilmaz (service employee for internal sales)

☎ **NEW Service Hotline +49 6146 8217 439**

In addition, new service technicians are now also subject to the service, so that this group could be expanded. The most important thing is to be able to offer customers the best possible service, a challenge in view of the shortage of skilled workers in the market.

- On the following page you will find news regarding spare parts, inquiries and orders as well as the requirements of a service technician.

Customers now have the opportunity to directly launch a request for a service technician or spare parts via the homepage. This enables the service department to react much more quickly and order the necessary spare parts in the shortest possible time. The deployment of a mechanic can also be better coordinated and planned. This is another small step towards even faster support for our customers.

<https://www.dienst-packsystems.de/en/packaging-line-service/packaging-machines-service-requests.html>



Further information
on: www.dienst-packsystems.de

Requesting a Service Technician/Spare-parts

Please return the fully completed form for a Service Technician/Spare-parts by Fax or email to:

Telefax: +49(0)61 46 / 82 17-11

E-Mail: service@dienst-packsystems.de

Date of Request / the Order:

Address Customer / Project No.

Company:

Customer no.:

Street no.:

Zip-Code / Place:

Contact person:

Telephone:

Telefax:

email:

Line / Machine:

Machine no.:

Machine type:

Special equipment:

Request for Service technician: Yes No

Offer for spare-parts: Yes No

Ordering of spare-parts: Yes No

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HAG/19.06.2016

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