

# Aftersales Service Support



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## 24/7 Ishida Telephone Service Support

Based in our EMEA headquarters, our helpdesk is manned by experienced engineers who are skilled in giving you the right advice on any technical issues you are experiencing. Most issues are resolved at this level. As part of our Service Contracts this is available 24hrs a day 7 days a week.

## Engineering Support

We have built exceptional geographical coverage into our network of sales companies, distributors and agents across Europe, the Middle East and Africa (EMEA). This has resulted in ensuring we can provide the optimum engineering support across all our regions. We have dedicated teams of Ishida trained engineers in all territories, with a flexible approach and determination to keep your operation on schedule. All our engineers are highly skilled and are enrolled in an on-going training program to ensure all updates and developments are supported at the highest level. We also have teams of specialists to provide additional support for any complex issues and installations.

We offer various levels of support, whether it is an emergency breakdown or fixed term on-site support, we have the skill levels and structure to accommodate your needs.

You can be certain that when you have an Ishida engineer attend your site, you will have professional and optimum support for your Ishida equipment.

Please contact your aftersales representative to discuss options and details of what we can offer to support your business  
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