

Christmas & New Year Cover 2023-2024

Ishida Europe Ltd - UK Service Helpdesk

Ishida Europe Ltd out of hours technical support lines will be available during the following times during the Christmas and New Year holiday period. The lines will be available to assist with technical support and arranging service engineers if required where a machine is completely out of production.

Service Helpdesk

Date & Time (UK GMT)

Friday 22nd December 2023	Open 8:30 until 12:30
Saturday 23rd December 2023	Closed
Sunday 24th December 2023	Closed
Monday 25th December 2023	Closed
Tuesday 26th December 2023	Closed
Wednesday 27th December 2023	Open 9:00 until 15:00
Thursday 28th December 2023	Open 9:00 until 15:00
Friday 29th December 2023	Open 9:00 until 14:00
Saturday 30th December 2023	Closed
Sunday 31st December 2023	Closed
Monday 1st January 2024	Closed
Tuesday 2nd January 2024	Open 8:30 onwards

Service Helpdesk Central and Eastern Europe (Date & Time - Local time)

Monday 25th December - Tuesday 26th December - closed
Saturday 30th December - Monday 1st January 2024 - closed

Service & Spares Helpdesk Poland (Date & Time - Local time)

Saturday 23rd December - Tuesday 26th December - closed
Saturday 30th December - Monday 1st January 2024 - closed

Service & Spares Helpdesk South Africa

Friday 15th December - Wednesday 3rd January 2024

Service & Spares Helpdesk Middle East (Date & Time - Local time)

Friday 22nd December – 8.30 until 15:00
Monday 25th December - Thursday 28th December – 8.30 until 17:00
Friday 29th December – 8.30 until 13:00
Monday 1st January 2024- closed

Standard Helpdesk

t: +44 121 647 6447

e: sparesukhelpdesk@ishidaeurope.com

Customers with Out of Hours Support

t: +44 121 647 6447 with PIN

e: sparesukhelpdesk@ishidaeurope.com

24 hours
24 hours
Open until 18:00
Closed
Closed
Open 8:30 onwards
24 hours
24 hours
24 hours
Open until 18:00
Closed
Open 8:30 onwards

t: +420 601 106 210 | e: service.helpdeskCEE@ishidaeurope.com

Open 8:00 until 17:00

Telephone Technical support (not service on-site) from 27.12.2023 – 29.12.2023

t: +48 224634488 | e: serwis@fenixsystems.eu

t: +27 11 976 2010 | e: sparesrsa@ishidaeurope.com

Closed (Note: - RSA Office closed but telephone cover available)

t: +971 (0)42991933 | e: service.helpdeskme@ishidaeurope.com | spares: mespares@ishidaeurope.com

Open 8:30 until 17:00



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Ishida Europe Ltd - UK Spares Operations

The Ishida Europe UK spares department will be covering the following periods over the Christmas vacation:

Friday 22nd December 2023	Open 08:30 until 12:00 (Last orders processed for shipment will be 10:30AM UK time)
Saturday 23rd December 2023	Closed
Sunday 24th December 2023	Closed
Monday 25th December 2023	Closed
Tuesday 26th December 2023	Closed
Wednesday 27th December 2023	Open 9:00 until 15:00 (All Orders must be received by 14:00 UK time for next working day delivery (where available))
Thursday 28th December 2023	Open 9:00 until 15:00
Friday 29th December 2023	Open 9:00 until 15:00
Saturday 30th December 2023	Closed
Sunday 31st December 2023	Closed
Monday 1st January 2024	Closed
Tuesday 2nd January 2024	Open 8:30 until 17:00

e: sparesukhelpdesk@ishidaeurope.com

T: 0121 647 6447

