

Christmas & New Year Cover 2024-2025

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)

Monday 23rd December 2024

Tuesday 24th December 2024

Wednesday 25th December 2024

Thursday 26th December 2024

Friday 27th December 2024

Saturday 28th December 2024

Sunday 29th December 2024

Monday 30th December 2024

Tuesday 31st December 2024

Wednesday 1st January 2025

Thursday 2nd January 2025

Standard Helpdesk

t: +44 121 647 6447

e: sparesukhelpdesk@ishidaeurope.com

Open 8:30 onwards

Open 8:30 until 12:30

Closed

Closed

Open 08:30 until 17:00

Closed

Closed

Open 08:30 until 17:00

Open 08:30 until 15:00

Closed

Open 8:30 onwards

Customers with Out of Hours Support

t: +44 121 647 6447 with PIN

e: sparesukhelpdesk@ishidaeurope.com

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



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

Tuesday 24th December - Thursday 26th December - closed

Friday 27th December - Tuesday 31st December 2024 - Open 8:00- 17:00

Wednesday 1st January 2025 - closed

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

Open 8:00 until 17:00

Telephone Technical support (not service on-site) from 27.12.2024 – 29.12.2024

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

Monday 23rd December 2024 - 8:30 - 15:00

Tuesday 24th December 2024 - Wednesday 25th December - Closed

Wednesday 1st January 2025 - closed

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

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

Tuesday 24th December - Thursday 26th December - closed

Friday 27th December - 8:30 -16:30

Monday 30th December - Tuesday 31st December - 8:30 - 17:00

Wednesday 1st January - Thursday 2nd January 2025 - closed

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

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

Monday 23rd December - Thursday 26th December – 8.30 until 17:00

Friday 27th December - 8:30 -16:30

Wednesday 1st January 2025 - closed



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Ishida Europe Ltd - UK Spares Operations

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

Monday 23rd December 2024	Open 8:30 until 17:00
Tuesday 24th December 2024	Open 8:30 until 12:30 (All Orders must be received by 10:30 UK time for next working day delivery (where available)
Wednesday 25th December 2024	Closed
Thursday 26th December 2024	Closed
Friday 27th December 2024	Open 9:00 until 15:00 (All Orders must be received by 14:00 UK time for next working day delivery (where available)
Saturday 28th December 2024	Closed
Sunday 29th December 2024	Closed
Monday 30th December 2024	Open 9:00 until 15:00 (All Orders must be received by 14:00 UK time for next working day delivery (where available)
Tuesday 31st December 2024	Open 9:00 until 15:00 (All Orders must be received by 10:30 UK time for next working day delivery (where available)
Wednesday 1st January 2025	Closed
Thursday 2nd January 2025	Open 8:30 until 17:00



e: sparesukhelpdesk@ishidaeurope.com

T: 0121 647 6447