

After Sales Services



ZAHORANSKY Service worldwide

- Training
- Customer Service
- Spare Parts



We are here for you

Service worldwide Partnership – Profitability – Sustainability

With the acquisition of a ZAHORANSKY product, you have decided for innovative, modular constructed technology and highest quality including long-lasting individual components – ideal conditions for a flexible, long-term and economic operation of your production line.

ZAHORANSKY Service accompanies you through the whole service life of your machine with individually configurable services - starting with the

commissioning of the machine we are available with words and deeds in order to achieve one single target: The increasing of the machine's availability and the productivity of your units!

You can profit, too, from the extensive knowledge of ZAHORANSKY specialists with their many years of experience. Like many others, make use of all the possibilities of a modern range of services in ZAHORANSKY quality!

Training Instruction – Knowledge – Prominence

Operating a production line with economic success is dependent on a clearly structured company organisation and the capabilities of the operationally active persons. Regular checking of the quality of the product, planning and managing spare parts availability are as essential as arranging and performing preventive maintenance and repair activities. All of these are operational issues that have influenced the design of ZAHORANSKY machines, in order to reduce to a minimal downtime.

Our training programme puts you and your operating personnel in the position of using all the

advantages of the ZAHORANSKY technology with minimum operating expenses, and without undergoing the cost intensive experience of a machine stoppage. All courses are generally very practical and, if desired, introduce you to all technical and operative possibilities of the ZAHORANSKY technology.

Request our current training schedule.

Together with you, we will gladly develop a training plan targeted on your individual requirements.



Customer Service Competent – Attentive – Problem-Solving

We are there for you after the transfer of the machine. Our worldwide, centrally organised customer service based out of our headquarters, gives you competent and fast answers to your questions. In the event of a machine problem, systematic and mutual fault analysis is at the forefront. By using modern computer resources all the mechanical and electrical details of your machine are only a mouse-click away. Just give us the

machine number and description of the problem and our technical specialists with their many years of experience are quickly in a position to provide you with a solution.

It goes without saying that we use modern telecontrol engineering.

Spare Parts Original – Tested – Available

There are good reasons why you have decided for the high quality of a ZAHORANSKY machine. With original ZAHORANSKY spare parts you are ensuring that the associated precision, machine availability, efficiency and product quality is sustainable.

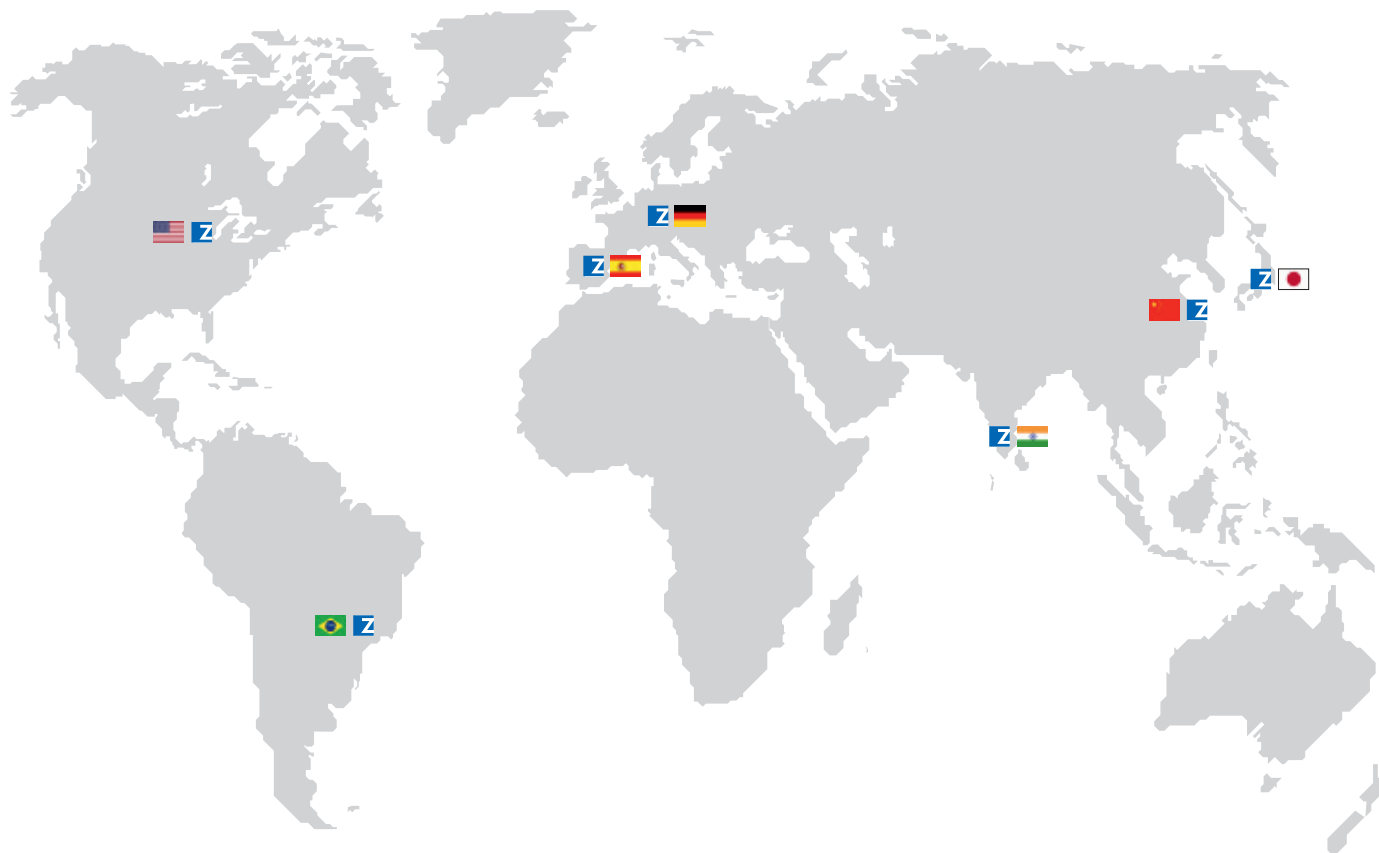
All original ZAHORANSKY spare parts conform with the initial equipment using identical material and characteristics. Every spare part shows the more than one hundred years experience of the ZAHORANSKY AG. Fixed article numbers lasered on each spare part and a clearly organised stock maintenance in our central warehouse ensure for a fast supply – popular wear and tear parts and

common spare parts leave our central depot within 24 hours. Modern logistics solutions, if desired also using EXPRESS service – ensure fast delivery worldwide. Your advantages:

- Maximized service life – minimizing of downtime
- 10-year availability guarantee for new machines
- Competent spare parts advice
- Spare parts also for older machine series



The central ZAHORANSKY Service Department can be reached



Monday – Friday 7:00 am – 7:00 pm CET
Tel. +49 7671 997-138

Public holidays/bridging days
Emergency service +49 7671 997-300

Your requests can be processed quickly if you quote your machine number when using the following contacts:

Customer service:

E-Mail service@zahoransky.com
Tel. +49 7671 997-138
Fax +49 7671 997-299

Spare parts:

E-Mail spareparts@zahoransky.com
Tel. +49 7671 997-120
Fax +49 7671 997-299

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