



Designed to Survive

Our Service Charter

Dedicated and Passionate in Providing Quality Service Support

Loma Systems is a world leader of inspection equipment renowned for the quality and reliability of our products as well as unrivalled levels of customer support.

We fully understand the impact of lost production time, which is why we have a global team of over 60 direct service engineers and over 300 Loma trained and approved third party technicians who have a thorough understanding of the pressure on companies working in the food industry today.

Our aim is to offer unparalleled support to our customers on user-critical equipment. Delivered by trained, experienced technicians who are on hand to ensure your inspection equipment is kept in working order and your site is up to date with the latest food safety and quality control standards.

The team is comprehensively trained to deliver a fast and effective response when issues arise. When a customer calls with a problem, Loma works to get the right engineer on site with the right parts as quickly as possible. Loma prides itself on having the best Response Times and First Time Fix Rates in the industry and we are continually improving our performance against these targets.

We offer a complete service, which includes:

- **Break fix response (both our equipment and competitors)**
- **Commissioning**
- **Installation**
- **Spares**
- **Technical enquiries**
- **Support for BRC and supermarket audits**
- **Refurbishments and upgrades**
- **Training**
- **Emergency spare kits**
- **Ongoing maintenance**
- **Hire**

We have strategically placed service centres throughout the world, please telephone for any enquiries or email : customerservice@loma.com

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