

# Our additional services

## Sales

We employ an internal sales team to aid in the customer's initial enquiry. We also employ a team of Technical Sales Engineers covering the UK; they are able to carry out site surveys, provide technical advice, on-site machine trials and product testing, formal quotation and machine specification, assistance with installation and staff training.

## Demonstration & Product Trials

Within our factory, we have a fully equipped demonstration room containing a selection of depositors, filling machines, transfer pumps, depositing nozzles and decorating heads for customer product trials.

Prior to receipt of an order, we will conduct no-obligation product trials either at our factory or the customer's premises. This is to ensure the machine we supply will meet each client's expectations and specific production requirements.

## Factory Acceptance Test

Prior to delivery of machine orders, customers are invited to our premises for factory acceptance test and sign-off. We provide this service to ensure the client is fully satisfied with all aspects of the equipment ordered.



## Delivery & On-Site Service Support

Riggs Autopack service engineers provide comprehensive on-site customer support. This includes machine delivery, installation and commissioning, staff training, planned maintenance and engineer call-out.

## Training

During machine installation and commissioning, a Riggs Autopack service engineer will provide on-site staff training in all aspects of the equipment. Additional staff training can also be arranged upon request; please contact the after sales department at our Lancashire office for details.

## Service

Riggs Autopack service engineers provide on-site support for customers based in the UK and Republic of Ireland. This includes machine installation and commissioning, planned maintenance and engineer call-out. Annual maintenance agreements can be ordered by contacting the after sales department at our Lancashire office.

## Spare Parts Supply

As our depositors and filling equipment is built in-house at our Lancashire factory, we have complete control over parts quality and supply. We stock a full complement of quality assured replacement parts for our machine range, and are able to dispatch at short notice to national and international customers.

