

PRESS ARTICLE

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ORIGINAL SPARE PARTS JUST ONE CLICK AWAY WITH 'SIDEL SERVICES ONLINE'



Sidel, the leading provider of production equipment and services for liquids in PET, announces the launch of "Sidel Services Online" for fast and easy ordering of original spare parts for its equipment and complete lines.

The new user-friendly web interface, available in six languages, provides customers with a personalised overview of their installed base and real time information on parts pricing and availability. It offers one-stop shopping for ordering Sidel original spare parts, together with faster delivery times on offers and orders. The immediate access and 24/7 global assistance it provides can prove critical to line maintenance and continuous performance. Initially available for registered customers in Europe and Central Asia, the service will gradually expand its offer and availability worldwide.

"The proactive and intelligent management of spare parts makes it possible for customers to significantly reduce costs arising from unexpected stoppages and unplanned downtime. Beverage producers can now make this process even easier with 'Sidel Services Online'," comments Sidel Spare Parts Director, Martin Lowinski.

The web interface provides customers with a full overview of their installed Sidel equipment, including all relevant technical documentation and detailed e-catalogues, for intuitive navigation, spare parts search and identification. Information about the availability and price of spare parts is accessible online to maximise uptime. Long-term maintenance plans and safety lists will secure critical parts to ensure continuous line productivity. In addition, Sidel's Parts Administrators are always available to provide support anywhere in the world when customers wish to speak with a qualified company expert.

As an original equipment manufacturer, Sidel naturally knows and understands its customers' requirements. They look for maximum reliability and durability of their installed lines, improved operator safety, higher long-term production security and increased food-grade safety compliance.

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This is why the same teams of engineers who design Sidel machinery and equipment, design, test and certify the company's original spare parts.

Pavel Shevchuk, Sidel's Executive Vice President of Services, adds: "With Sidel Services Online higher line performance and maximum uptime are just one click away. With fast online ordering of Sidel original spare parts and an intuitive overview of every spare part, it gives easy access to relevant drawings, manuals, and parts lists. This essentially enables our customers to further improve efficiency and, choosing from a variety of delivery options, to optimise their preventive maintenance plans."

The new online ordering web interface is available at www.sidel.com/services-online.

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About Sidel

Our purpose is to help brands protect the product inside, preserve the planet outside and touch the lives of millions of people every day.

We do so by offering complete and modular PET, can and glass packaging solutions, including people, services and equipment.

Sidel has over 165 years of industrial experience. With 30,000 machines installed in more than 190 countries, we have been helping producers fill beverage bottles for over 85 years, blow them for more than 50 and label them for more than 40. We have over 40 years of aseptic packaging expertise, and were one of the first companies to introduce PET bottles to the beverage industry over 35 years ago.

Part of the Tetra Laval group, Sidel has offices worldwide, including 8 production sites and 8 training centres. All our experts are committed to creating the optimum liquid-packaging solution.

We call it **A Better Match** - for our world, our customers and ourselves.

Find out more at www.sidel.com and connect with us



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