



Strong in service.  
Worldwide.

CHOOSE THE NUMBER ONE.

# We are always there for you!



“Our most important asset is our commitment and our technical expertise.”

Peter Pauli, Head of After Sales (middle)  
Roland Atzmüller, After Sales Service Manager (left)  
Christoph Krump, Spare Parts Manager (right)

## Listen, analyse, act.

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We are within your reach at all times to provide you with first-class service, maximum operational reliability and top support. More than 50 national representatives in all 5 continents and our subsidiaries in Austria, the USA and China are at your service.

## One contact for every eventuality.

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Customer orientation at EREMA means the following for you: you always have one and the same contact at your disposal. One person who will attend to your request quickly, competently and in a straightforward manner.

## A service team of specialists.

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Whether your EREMA system is 5 weeks old, 15 years old or even older – a large team of experienced after-sales specialists including plastics process engineers, software specialists and mechanical, mechatronics and electrical engineers ensure that your system is ready to produce. Our customer service package includes telephone support and advice, preventive on-site maintenance, process engineering assistance when changing materials, employee training and online support for your staff for the operation of your EREMA system.



## Your After Sales Service Team:

We attach great importance to personal and competent service. Our service engineers are divided into three teams to serve you as individually and as efficiently as possible.

<b>Head of After Sales</b>			
Peter Pauli		+43 732 3190-349	p.pauli@erema.at
<b>After Sales Service Manager</b>			
Roland Atzmüller		+43 732 3190-312	r.atzmueller@erema.at
<b>■ After Sales Service Team 1</b>			
Fritz Strohmayer	Mechanical, process engineering	+43 732 3190-394	f.strohmayer@erema.at
Wolfgang Friedrich	Mechanical, process engineering	+43 732 3190-483	w.friedrich@erema.at
Michael Domenego	Electrical, electronics	+43 732 3190-353	m.domenego@erema.at
Michael Köhnhofer	Mechanical, process engineering	Back office	
<b>■ After Sales Service Team 2</b>			
Georg Haberbauer	Electrical, electronics	+43 732 3190-348	g.haberbauer@erema.at
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Ernst Meindl	Mechanical, process engineering	+43 732 3190-629	e.meindl@erema.at
Florian Lichtenschopf	Mechanical, process engineering	Back office	
<b>■ After Sales Service Team 3</b>			
Michael Hofer	Electrical, electronics	+43 732 3190-482	m.hofer@erema.at
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Mario Reinwein	Mechanical, process engineering	+43 732 3190-491	m.reinwein@erema.at
Christian Sommer	Mechanical, process engineering	+43 732 3190-471	c.sommer@erema.at

## Global & local - our 3 service areas:

### ■ Team 1:

Australia, China, Estonia, Finland, Greece, Iceland, India, Indonesia, Iran, Israel, Japan, Jordan, Kuwait, Malaysia, New Caledonia, New Zealand, Norway, Oman, Pakistan, Papua New Guinea, Philippines, Portugal, Saudi Arabia, Singapore, South Korea, Spain, Sri Lanka, Sweden, Syria, Taiwan, Thailand, Turkey, United Arab Emirates, Vietnam

### ■ Team 2:

Argentina, Austria, Benelux, Bolivia, Bosnia and Herzegovina, Brazil, Bulgaria, Chile, Columbia, Croatia, Ecuador, France, Great Britain, Hungary, Ireland, Italy, Malta, Mauritius, Moldavia, Montenegro, Peru, Romania, Serbia, Slovenia, Switzerland, Ukraine, Uruguay, Venezuela

### ■ Team 3:

Algeria, Belarus, Botswana, Burkina Faso, Cameroon, Canada, Costa Rica, Czech Republic, Denmark, Dominican Republic, Egypt, Germany, Guatemala, Honduras, Jamaica, Kazakhstan, Kenya, Latvia, Libya, Lithuania, Malawi, Mexico, Morocco, Nicaragua, Nigeria, Poland, Russia, Senegal, Slovakia, South Africa, Tanzania, Tunisia, USA, Zimbabwe



## Your Spare Parts Team:

You speak to people who are there to handle your request and make sure that it is dealt with quickly, reliably and professionally when supplying spare parts. An extensive central spare parts warehouse in Austria and spares centres in the USA and Japan, for example, ensure the high availability of the parts you need.

As fast as possible – for us that’s a matter of course. We know that reliable and prompt spare parts deliveries are essential for you.

Head of After Sales		
Peter Pauli	+43 732 3190-349	p.pauli@erema.at
Spare Parts Manager		
Christoph Krump	+43 732 3190-161	c.krump@erema.at
Spare parts management, customer correspondence, returned items		
Silvia Aschenbrenner	+43 732 3190-183	s.aschenbrenner@erema.at
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**250,000 items in stock, 30 spare parts deliveries every day and 3700 engineer deployment days every year:** figures which show you what strong service means to us. So that your EREMA system is ready to operate 24/7.



Ready for use at all times.

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EREMA systems are unrivalled worldwide in terms of reliability and performance. However, malfunctions can never be ruled out and require fast, flexible support.

This is why our emergency service is also there to offer assistance in urgent cases outside our regular office hours.

# The specialists in plastic

## Headquarters & Production Facilities

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Phone: +43 (0)732/31 90-0 / Fax: -23  
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## Subsidiaries

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Phone: +86 21 6876-6201, -6204 / Fax: -6203  
erema@erema.com.cn / www.erema.at

## More questions?

### We would be pleased to answer them!

Your EREMA advisor will be pleased to attend to your request personally and quickly. If you are interested in a demonstration or a test run with your specific material it would be a pleasure for us to make an appointment and welcome you to our EREMA Customer Centre at the headquarters in Ansfelden, near Linz in Austria.

We look forward to seeing you at EREMA!

### For worldwide representatives please visit [www.erema.at](http://www.erema.at)

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English

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PLASTIC RECYCLING SYSTEMS