



a coesia company

Customer Services





By your side to solve tough and ordinary challenges. Make it easy, with Volpak.

At Volpak we believe great Customer Service means being a proactive partner along **the whole lifecycle of your equipment**.

This is why we offer a **comprehensive package of services**, to win all your challenges.

Our mission is to maximise OEE (Overall Equipment Effectiveness) and lower TCO (Total Cost of Ownership) for our customers.

From **commissioning and installation down to production start-up**, our specialists will act as consultants to optimize the management of these critical phases.

Once the equipment is up and running, our offer encompasses **production assistance**, with **troubleshooting** and **operators training**, both **on-site** and **remotely**.

Spare and wear parts orders may be placed virtually through our **Coesia Webshop**.

Our projects are future-proof: our experts will be at your disposal to advise on the best ways to meet new production requirements through **upgrade audits** or **OEE consulting**.

Through **retrofits and kits** supply, **rebuilding**, and **relocation**, Volpak ensures your equipment is treasured till the very last operating day.

A-class support, when you need it, where you need it.

Volpak's service offering covers **every step of the solution's lifecycle**, from design through production start-up, down to maintenance while the equipment is up and running.

With a global network that facilitates **on-site support**, Volpak boasts an advanced digital infrastructure, allowing us to deliver specific services **remotely**.

Our proximity to our customers is key to building a **solid and continuous partnership**.

Whether you are striving **to make your packaging more sustainable or to enhance and optimize productivity**, we are here to help you win your challenges.



A comprehensive offer based on solid expertise

Our Customer Care approach

Volpak service offering is organized into six service families, each addressing a specific set of needs.

Maintain **peak performance** of your equipment at all times and **explore innovative strategies** to enhance production efficiency and packaging sustainability with guidance from our expert team.

Strong legacy

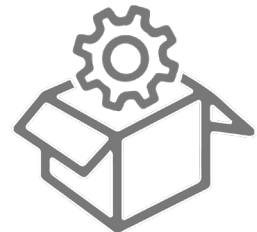
Serving a **wide range of industries** from Food to Home Care and beyond, our team prides itself with an installed base of over 5.000 machines.

Our pool of **experienced technicians and consultants** is ready to support and advise on the specific need of your products, leveraging our **extended know-how**.

Discover our Services

Parts & Materials

Keep your equipment in perfect condition with certified new or refurbished original OEM components.



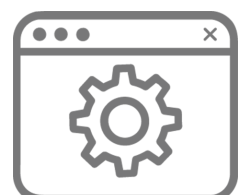
Maintenance Services

Minimize your equipment downtime and protect your investment by leveraging our Maintenance Services portfolio.



Equipment Modernization

Extend lifetime of your equipment, meet new regulatory standards, improve performance, adopt new sustainable materials, and enhance functionalities on your equipment.





50

Technicians



5.000+

Installed
machines



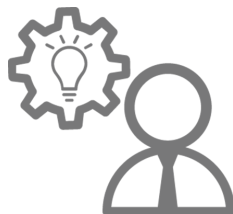
75%

Spare Parts
available in stock



Training & Documentation

Our know-how, expertise, and extensive documentation made available to secure and develop your team's competence.



Consultancy Services

Validate machine conditions and identify areas of improvement with our audit visits. Through the PouchLab, we optimize materials and dosing systems to make your production more sustainable.



Production Support Services

Maximize operational performance of your equipment during start-up, commissioning, and production ramp-up.

Coesia Group in the world



COESIA is a group of innovation-based industrial and packaging solutions companies operating globally, headquartered in Bologna, Italy.

Coesia's companies are leaders in the sectors of:

- **Advanced automated machinery**
- **Industrial process solutions**
- **Precision gears**

Coesia's customers are leading players in a broad range of industries, including Consumer Goods, Tobacco, Healthcare, Aerospace, Racing & Automotive and Electronics.

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