

# V.I.C Support Programs

(Very Important Customers)

We offer the best after sales support of any industry supplier.



## **Customer Technical Support**

The qualified technical service department provides support in system troubleshooting, good operation, maintenance and help in finding the spare parts you need.

You also have direct access to the website with the operating manuals of our products (<http://emanuals.nordson.com>).

## **Customer service department**

Our trained customer service department is ready to answer every question and handle every aspect of your order—from quotes to starting your shipment and making any changes you may need. Shipment of spare parts from a large warehouse in the Netherlands daily with UPS and storing basic spare parts in Athens.

Availability Monday through Friday from 8:00 a.m. to 4:00 p.m.



## **Equipment Training**

MELTKO provides training for your existing equipment at your place or at our facilities.

MELTKO engineers and trainers are specialists in a variety of Nordson systems old or new.

With the purchase of a Nordson system, training is provided free of charge!

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### Systems Reconstruction

System reconstruction provides an easy and cost-effective way to keep your existing systems in good working order, or you could get completely reconstructed like-new systems at great savings. Remanufactured systems have original nordson spare parts and a six-month warranty on all equipment.



### Trueblue Preventive Maintenance

MELTKO has more experience in adhesive application systems than anyone else on the market. Whether you want to change glue or simply want better performance, our company's preventive maintenance programs are the best way to meet your production goals without unexpected downtime. Expert technicians tune your system for maximum performance, provide maintenance records and assist you with stocking the spare parts you need.



## NEWS

### For a complete V.I.C. support

- **New** lower prices on key components (modules, hoses, in line filters, filters, solenoids).
- **New** annual system check visit from our technicians at no charge.
- **New** better ecological cleaning materials for systems and guns for even better performance and operation (with NSF certification).
- **New** website where you will be able to learn about our products, but also make your purchases online.
- **New** continuous update on new technology products.
- **New** RBX program for pistons and pumps.
- **New** adhesive machine rental program.

## MELTKO S.A.

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**MELTKO**  
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