

**SERVICE
EXCELLENCE**

30' Response Guaranteed

SPEED

EXPERTISE

QUALITY

DELIVERY

SERVICE EXCELLENCE

SERVICE EXCELLENCE

FEEL SECURE ANYWHERE IN THE WORLD

A highly trained and motivated team of service engineers, planners and helpdesk staff are at your disposal wherever you are in the world. Our team is constantly up-to-date with the latest developments in technology to ensure you support and to exceed expectations.

DROMONT and COMEC provide all maintenance and live assistance on tinting dispensers, in-plant factory systems, software, as well as on grinding, mixing, milling, filling and laboratory equipment based on annual maintenance agreements or upon request.

We are able to resolve all technical issues quickly and accurately to ensure SERVICE EXCELLENCE at all times.

YOUR BENEFITS, OUR QUALITY

- _ **TELE-ASSISTANCE** provides instant support with any type of software, mechanical or training problem
- _ **PREVENTIVE MAINTENANCE** packages guarantee 100% performance
- _ **SPARE PARTS**: same day shipments for requests received by 12:00 p.m.
- _ **30 MINUTE RESPONSE** guarantee - no down time
- _ **99% RATE OF PROBLEM SOLVING** by tele-assistance



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