

### Lingwood after sales service and support

- 5 strong dedicated service support team so there is always someone available to handle your enquiry.
- Over 50 years of experience within the service team.
- Skilled electrical and mechanical engineers providing support on site.
- Technical support and fault identification.
- Telephone assistance to resolve problems as quickly as possible.
- Spare parts identification and supply from our offices in Suffolk.
- We hold over £ 100K of stock for same day or next day delivery.
- Computerised stock control and order processing system.
- Return to base for repair, routine maintenance and machine overhaul / rebuild.
- In house fabrication of parts and machine modifications.
- Equipment installation and commissioning support.
- Re training of operators, engineers and senior staff.
- Computerised "case logging" system to monitor, track and review your specific enquiry
- Advice on machine utilisation, optional parts and new developments

#### Engineering & breakdown call out support

- Specialist engineers to attend breakdown and equipment repairs to resolve issues quickly and most efficiently
- Machine overhaul/ Rebuild
- In house fabrications workshop for machine modifications
- Detailed critical spare parts risk assessments available on request free of charge
- Detailed reports provided on every visit

#### Preventative maintenance contracts

- Service visit to carry out equipment assessment and routine maintenance.
- Quarterly, half yearly and yearly maintenance contracts available Machine report provided.
- 5% contract customer discount for parts and labour supplied

#### Training and support contracts

- Tailored training days to your specific machine and focus areas
- Quarterly, half yearly and yearly maintenance contracts available
- Practical and classroom -based training sessions.
- Any training content, presentations or videos will be sent over to you at the end of each training session

#### Spare parts supply

- Same day / next day delivery
- Part identification and fault finding assistance by phone
- Supply only or supply and fit
- Recommended spare parts kits tailored to the customers needs and usage
- Uptime optimisation

And don't forget... We provide this support from our offices in Suffolk. You talk to us and we solve the problem and provide the help that you need. No waiting for someone in another Country to call you back.



01449 771202



[sales@lingwood.net](mailto:sales@lingwood.net)

**Over 25 Years of Experience**  
Established in 1996

**Demonstration Facilities**  
See, trial, understand & experience

**Lifetime Service & Support**  
From our dedicated team

**Extensive Range of Machines**  
Renowned for their expertise

## A high quality, complete solution to process your products in the most efficient and cost-effective way

### Company Profile

Established in 1996 Lingwood are proud to represent 10 major European manufacturers, all of whom are renowned for their expertise throughout Europe and the World.

Lingwood supply equipment that is equally relevant to farmers and growers through to food manufacturing and processing companies. We are equally comfortable dealing with sole traders and major food processing companies and groups.

If you are looking for a complete solution to process your products in the most efficient and cost effective way and still achieve the highest quality of presentation, Lingwood are the ideal Company to fulfil your requirements



### Unrivalled customer service

Lingwood regularly welcomes visitors to their demonstration facility in Stowmarket, Suffolk where they can see various machines in operation. A wide range of equipment is permanently held on-site and other items are regularly brought in for trial periods



All of this enables Lingwood's customers to see, trial and experience the equipment first hand and, more importantly, understand the quality and flexibility that can be provided.

The small, dedicated team of individuals at Lingwood ensure that the customer receives the best service, ideas and advice available within the industry. The Lingwood aim is to offer the same high level of service and support whether it is a major project or a stand-alone machine. That support continues for the life of the machine with after-sales service and spare parts.

### Our partners



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