

CMD PROVIDES EXCELLENT SERVICE FOR CUSTOMER'S WATERLINE POUCH MACHINE

Quick Service Response and Helpful, Knowledgeable Personnel



C-P Flexible Packaging was experiencing leakers at the zipper which resulted in the machine going down for investigation and service. Due to the urgency of the situation, the company contacted CMD and requested a service call. A CMD Senior Technical Service Representative was scheduled to service C-P. They report on their experience:

“The Technician was at our facility the next business day. He quickly identified the problem and fixed the issue within one day. He used two additional days to train the operators that were lacking the needed knowledge to produce quality product. He also helped establish the ideal production conditions with a range of settings to accommodate the typical production changes. He helped save recipes in the system. Not only was he able to help fix a very serious issue but he was a great teacher in the operation and operator maintenance of the machine. This machine produces an important product for our customers; we will not allow equipment issues to interfere with quality.

We are impressed with the Tech’s knowledge of the pouch making process and of the equipment. He was responsive, answered all our questions, and most of all, got us back up and running in time to make important delivery deadlines.”

Having a reliable service partner makes my job easier. I will definitely call on CMD again.”