



NEWS RELEASE

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Loma provides first class service to the food and drink industry

Downtime is one of the biggest fears for many manufacturers and processors in the fast-moving food and drink industry. Even juggling routine servicing and minor repairs can be a major headache and more serious problems can prove to be very costly. Having worked closely with food and drink manufacturers and processors for many years, Loma Systems, the inspection technology specialist, is fully aware of the pressures and concerns associated with downtime and have tailored their servicing facilities to address these.

Maintenance services are a vital part of Loma's continued support to their customers, as their Managing Director Simon Spencer commented. "In an ideal world, production machinery would never need to be serviced or repaired. At Loma, we focus our product development teams on getting as close as possible to this goal, and the newest range of Loma inspection machinery is designed to survive the most demanding conditions you can find within the food industry. Of course, even with the toughest machines on the market, problems can occur, and we fully understand the impact of lost production time upon our customers. Our dedicated maintenance teams are trained to deliver a fast and effective response when disaster strikes. When one of our customers calls with a problem, our mission is to get the right engineer on site with the right parts as fast as possible. We think we have the best Response Time and First Time Fix Rate in the industry, but we will get

even faster, and we will get even better. Our objective is to deliver maximum uptime from our equipment.“

Loma's close working relationship with its food and drink customers is also reflected in its expertise. “Our engineers are trained to work in the specific and unique food production environment and to be FoodSafe,” commented Simon Spencer. “They have extensive experience, as well as specialist clothing and tools, to ensure they cause minimal disruption to production lines. Uniquely to Loma, we also have a second tier of dedicated experts supporting our team of engineers, to ensure that particularly challenging technical problems can be escalated and resolved.”

As well as being reactive to customer needs, Loma takes a proactive approach to potential problems. The results of service visits and diagnostic reports from machines are closely monitored so potential issues can be identified and resolved at the earliest possible juncture, often before they become a critical problem. This is also made possible by the ease with which customers can analyse the performance of the equipment, meaning that they can rectify many problems onsite themselves or by forwarding reports to Loma for more in-depth help. New Loma machines, such as the CW³ Checkweigher and IQ³ Metal Detector utilise an extensive range of software downloads available directly from Loma, making many adjustments easy to perform on-site.

One customer that relies on Loma's comprehensive service care is Taylors of Harrogate, who produce the famous Yorkshire Tea. As Richard Light of the company commented, having the security of a good service backup is essential to their business. “As a major producer of tea and coffee, production time is vital to us. If any part of the production line has a problem, it has a knock-on effect which can potentially disrupt our operations – so having the peace of mind that Loma will maintain our machines is very important. The fact that it is a prompt, efficient service is vital in our efforts to minimise any downtime.”

ENDS

Notes to editors:

Through the continual development of new products, Loma have proven that their range of inspection systems offer the best and most advanced technology available, and that they will continue to be a world leader in inspection technology well into the future. For more information please visit www.loma.com or telephone: 01252 893300.

Loma Systems is a leading global supplier of metal detection, checkweighing, X-ray inspection and management information systems that help manufacturers in keeping food safe. Loma is an international operation with direct manufacturing, sales and service bases in the UK, USA, Canada, South America, China, the Netherlands, Germany, France, Czech Republic and Poland. Loma has a reputation for its robust and reliable machines that are designed to survive even the harshest of environments.

www.loma.com

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