



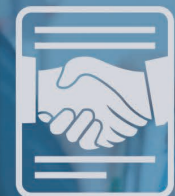
a Brand you can trust



AFTER SALES

COMPETENCE

MACHINE ENHANCEMENT PROGRAM



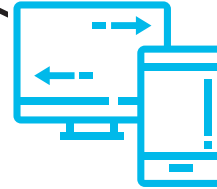
Cama HyperCare

Partnership | Efficiency | Support

**DEDICATED SERVICE
AGREEMENTS**



**HYPER-RESPONSIVE
SUPPORT**



Cama HyperCare

Partnership | Efficiency | Support

**SPARE PARTS
OPTIMIZATION**



**EXTRA TRAINING
ACADEMY**



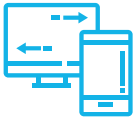
**REGULAR
CHECK VISITS**





DEDICATED SERVICE AGREEMENTS

We provide a wide range of customized Service Agreements to address your business needs, optimizing your operations and meeting your specific requirements, through Silver/Gold/Platinum Packages.



HYPER RESPONSIVE SUPPORT

Our comprehensive Cama **HyperCare** program combines 24/7 technical support, regular preventive maintenance visits, and in-depth performance audits to ensure your equipment operates at peak efficiency.



SPARE PARTS OPTIMIZATION

We offer quick and easy parts identification and order management, followed by consultancy and customized list proposals. Whenever you need a machine upgrade to meet new market demands, our specialists will provide you with the information you need and the parts you require to package new formats and/or to handle new products.



REGULAR CHECK VISITS

Our technical team will evaluate your equipment's efficiency and operating process to identify optimization opportunities. This helps you improve life cycle, increase production, reduce downtime, and boost profitability.



EXTRA TRAINING ACADEMY

We offer multilingual technical training customized to your operational needs, including modular training sessions, regular technical assessments, on-site courses and seminars, providing Cama-approved qualifications and certifications.

A Global Service network for Hyper-responsive support

Our comprehensive Cama **HyperCare** program combines 24/7 technical support, regular preventive maintenance visits, and in-depth performance audits to ensure your equipment operates at peak efficiency.

Cama **HyperCare** is a highly responsive Service Program developed by Cama Group to support customers with all aftermarket activities related to their packaging lines.

OUR MISSION:

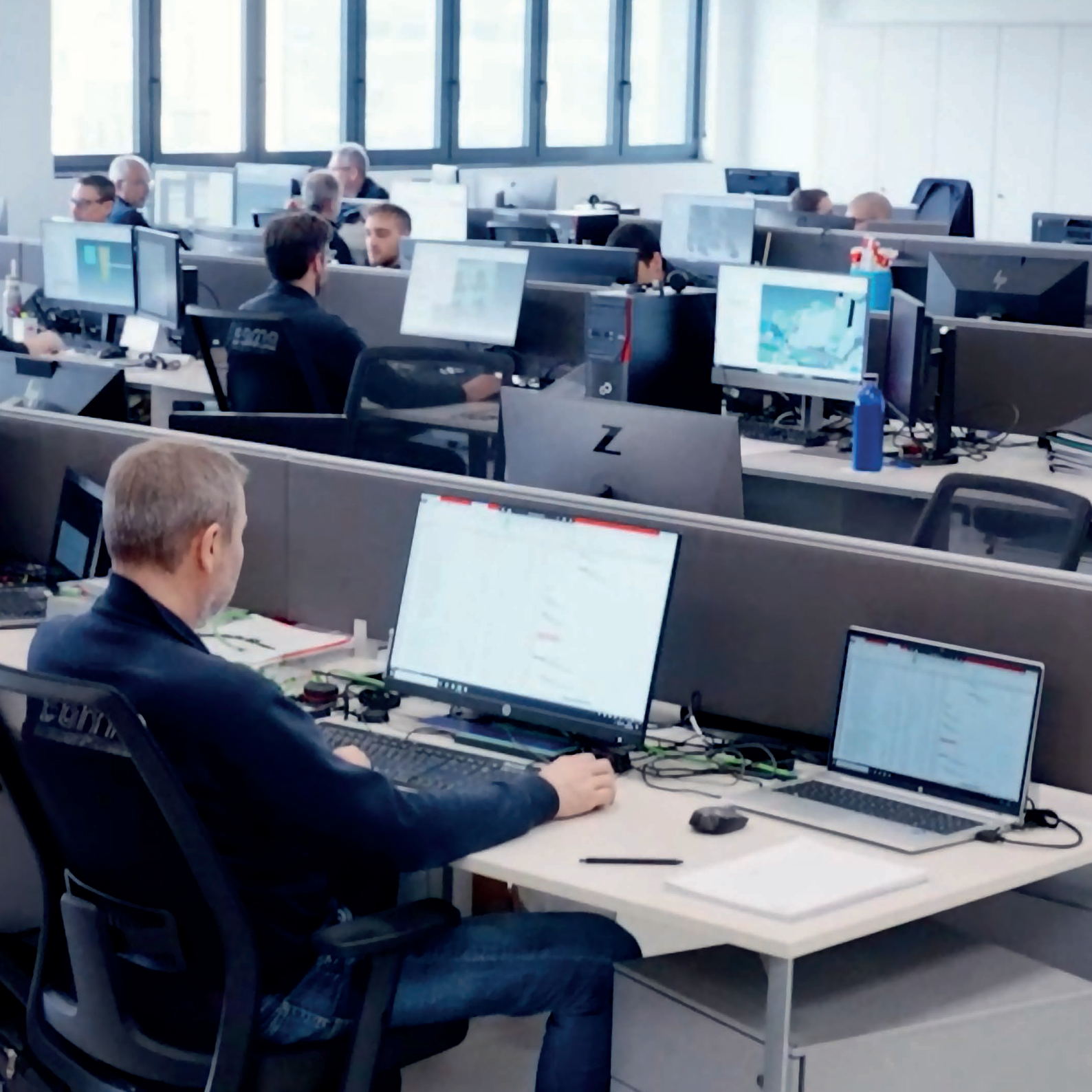
We are committed to maximizing your line's productivity and optimizing process performance through hyper-responsive 24-hour technical support and quick spare parts delivery.

OUR PURPOSE:

Empowering Cama Group packaging lines' lifecycle by delivering dedicated Service Programs and Support through local highly skilled technical partners.

The Cama HyperCare program delivers technical quality, reliability, and aftermarket know-how to its customers, at all stages of the project. The program will start in the US market, with worldwide implementation to follow.







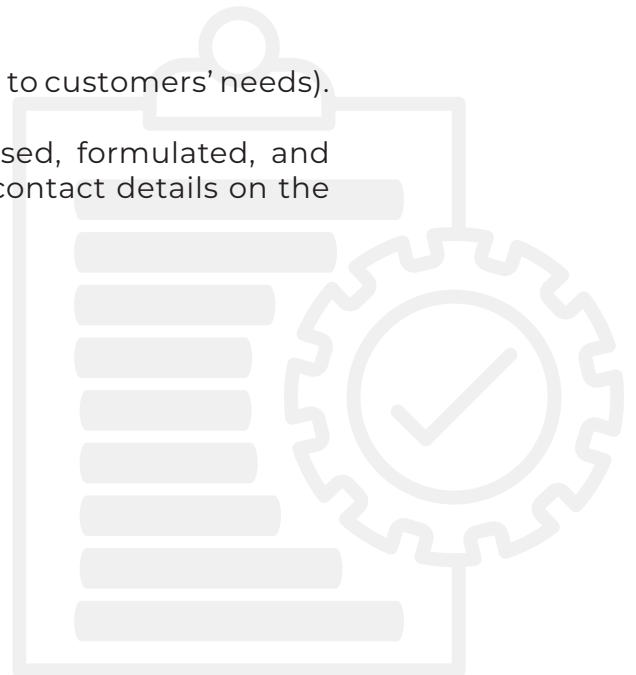
Dedicated Service Agreements

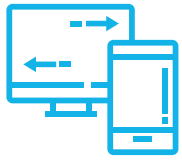
We have developed a range of dedicated Cama **HyperCare** Service packages, designed to meet your specific needs.

Our customers can choose between Silver, Gold and Platinum packs according to their specific needs, including:

- 24/7 phone support;
- Call back within 2 hours and on-site presence within 3 working days;
- Remote support by flat-fee phone calls;
- Dedicated parts discounts and consulting;
- Next-day parts delivery;
- Regular check visits (3-6 months and yearly according to customers' needs).

Cama HyperCare service agreements can be discussed, formulated, and finalized with our experts. You can find the relevant contact details on the last page of this brochure.



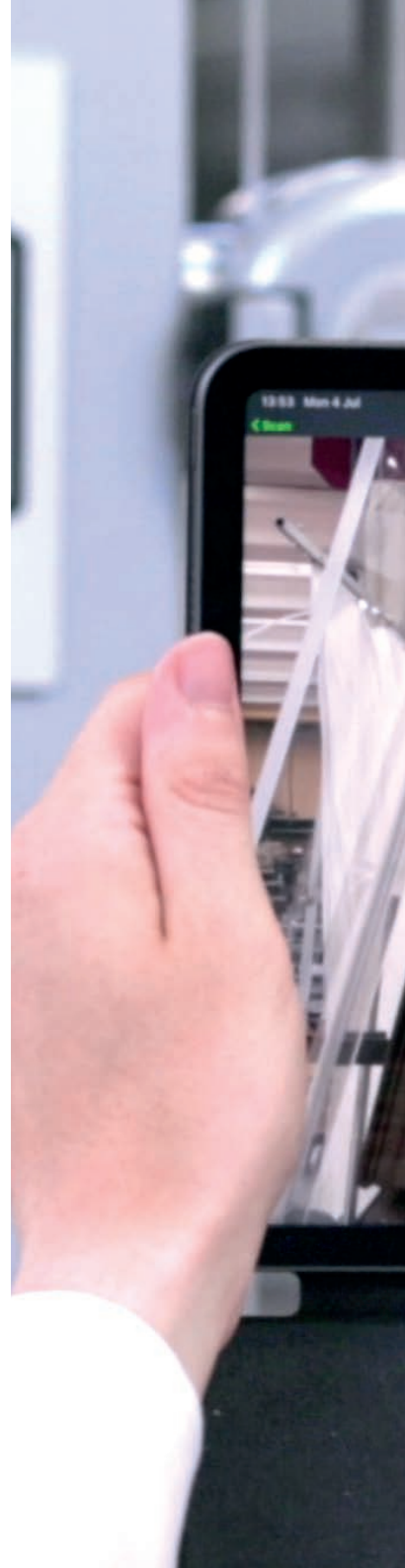


Hyper-responsive Support

We provide hyper-responsive technical support for all your needs. We have skilled technicians located at both our headquarters and our subsidiaries, ready to assist you in real time, 24 hours per day for prompt intervention.

Our experts diagnose and resolve issues quickly, saving your time and resources while keeping your production on track. Our hyper-responsive technical support team is always prepared to assist you through flat fee phone calls, with call back within 2 hours and on site support within 3 working days.

When unexpected breakdowns happen, our quick-response technician team is ready to provide on-site assistance. We get your operations back up and running swiftly, wherever and whenever you need us.







Spare Parts Optimization

Having the right spare part at the right time, managing consumables, adhering to scheduled maintenance, and ensuring timely repairs - these are the fundamentals of maximizing equipment uptime and longevity. Cama **HyperCare** provides all this and more.

PARTS REPAIR / REFURBISHMENT



When new parts aren't an option, our repair and refurbishment services provide a cost-effective alternative without compromising on performance. Keep your systems running longer and more efficiently with Cama's expert repair services.

DEDICATED SPARE PARTS KITS



Designed specifically for our equipment, our accessories and consumables ensure that your machines operate at their best, without interruptions, wherever you operate in the world.



Regular Check Visits

The Cama **HyperCare** program offers regular check visits to ensure your packaging machines are running smoothly, and to establish predictive maintenance routines to ensure durability and optimized lifecycles.

We provide regular technical checks every 3-6 months or yearly according to your packaging line's needs. Check packs will be agreed with Cama dedicated team after proper evaluation.

PREVENTIVE MAINTENANCE

We offer tailored preventive maintenance programs, crafted to meet your specific needs. Our skilled technicians schedule and execute maintenance to keep your equipment performing optimally and prevent costly breakdowns.



Extra Training Academy

We support worldwide customers with multilingual technical training customized according to their operational needs.

Our Academy training program includes tailor-made courses for technicians, operators and supervisors, comprising step-by-step starter courses, dedicated on-site training, classroom sessions at Cama Group HQ, and further technical seminars for more feature-rich packaging lines.

Cama Hyper training has a specific focus on technical improvement, to achieve the leanest possible production enhancement. Our training sessions offer specific targets according to your requirements.

Certificates of attendance are awarded upon completion of a pre-training test and final evaluation test.

All operators and maintenance personnel must be familiar with safety devices and labels and must have knowledge of all basic machine tools. Cama **HyperCare** provides extensive technical documents in electronic form to support these requirements.



ZONA 4

15

16

2

cama
Innovation meets Experience





Cama HyperCare at a glance

In few words, the Cama **HyperCare** program combines our technological expertise to customers' aftermarket needs by supporting them in an hyper-responsive way.

A team of highly qualified engineers and technicians is available to support your aftermarket process, following and coordinating all project steps, from draft layout to mechanical assembly of the equipment, up to final on-site commissioning, ensuring regular operational and technical interactions.

Want to know more? Get in touch with us today.



ORDINARY SPARE PARTS

spareparts@camagroup.com - (quotes/orders/delivery)

TECHNICIAN SERVICE

service@camagroup.com - (questions/troubleshooting/ technical visits)

MANUALS AND SPARE PARTS CATALOGUES

manuals@camagroup.com - (additional copies/information)

CAMA ACADEMY COURSES

academy@camagroup.com

Cama HyperCare

Partnership | Efficiency | Support