

RMGROUP

PROCESS & PACKAGING MACHINERY SPECIALISTS



SERVICE & MAINTENANCE



ABOUT US

“Since our birth we have continually expanded our capabilities. We have focused on listening to our client’s needs, responding with solutions, creating innovative concepts and delivering bespoke systems on time and within budget. That is what makes us successful.

Our mission statement is simple.
 ...To only undertake projects, we are certain to exceed”

Edward Rees
 Managing Director

FROM THE BEGINNING...

RMGroup was founded in 1995 after leading a successful contract packaging operation for British Sugar. Commitment to that contract with timely execution of bagging campaigns led to industry recognition. Reputation began to grow with the team of highly skilled engineers, which led to the supply of packaging machinery to end users.

Today, the company is based at a 50,000 sq.ft. factory in Newtown, Wales. RM Group design, manufacture and supply a wide range of manual and automatic packaging machinery and automation systems and have a team of field engineers based around the UK to support customers with service schedules.

ABB, Lantech, Domino, TracWrap, Atlanta, Lachenmeier, PKT and more. Together we work in continuity to ensure a well-executed project is delivered to the customer with their exacting expectations in mind.

IN HOUSE RESOURCES





RMGroup offers a comprehensive range of service products to its customers, with specialised electrical and mechanical engineers to call on, we are able to provide a superior standard of customer service and aftercare.

Our service portfolio ranges from spare parts, remote and field service offerings to customers. Combine these, and we can guarantee full optimisation and preventative maintenance measures are met. Operator training, system refurbishment and upgrades guarantee you are up to date with our current technology.

Technical Support

RMGroup understands the importance of reliable support with machinery on-site or remotely. Whether it's a customised solution or standard service, we can provide plans that help you achieve maximum output with as little interruption as possible to maintain machine efficiency. Our team of experts are always on hand to help.

Preventative Service Contracts

The best way to ensure reliability and longevity is by having a service contract in place. We increase reliability by identifying, prioritising and resolving issues before they materialise. That, therefore, maximizes the lifetime of the equipment and eliminates unforeseen and expensive downtime.

Emergency Response Package

Designed to support unforeseen down-time, our priority is to resolve the problem and return you to production as soon as possible. The emergency response package will endeavour to get a RMGroup engineer on-site if required, as quickly as possible.

Engineers are guaranteed to be on hand to answer technical questions and provide priority telephone and reactive response service at short notice.

Single Service Visits

Single service visits can be arranged for any type of RMGroup equipment. We also service/maintain other types of packaging machinery equipment.





Service Coverage

RMGroup have highly trained mechanical, electrical and control systems engineers located across the UK. This allows us to respond rapidly to any service or support requirements either via a site visit, or remotely via our EWON system – an internet based, remote access tool. This allows us to diagnose, respond and repair to any breakdowns or problems that may affect the customer and minimise expensive downtime. This peace of mind is key in continuing a strong customer relationship.

Worldwide coverage

By installing advanced technology into our systems we can monitor and assist on machinery diagnostics all over the world.

Courtesy Visits

We strive to build and maintain strong relationships with our customers. Therefore, whenever possible we like to take every opportunity to provide a courtesy visit. This enables us to monitor the condition of the system, and you the customer can relay any upgrades, alterations, or future projects they may have in mind. We will make recommendations for optimising performance, longevity, and safety, whilst on site.

Nationwide Service Coverage

RMGroup UK Sites & Service Team

Service Team Engineers

HO, Stores & Contract Packaging

- Increased Service Engineers to further improve response times
- Aftersales Service & Support
- Warranty
- Response Package
- Spares Package
- Planned preventative maintenance

To arrange a free courtesy visit, give a member of the service team a call to get a date booked into the diary.

Planned Preventative Maintenance
Preventative maintenance carried out by one of our dedicated service team is essential in allowing you to minimise the risk of equipment failure and expensive production downtime.

Upgrades - RM Group also offer a service to upgrade, retrofit and rebuild old machinery from any manufacturer to extend its working life. New RM Group equipment can be integrated into your existing system to improve and increase production.



Service Packages

Service packages are individually catered to each customer's equipment and requirements.

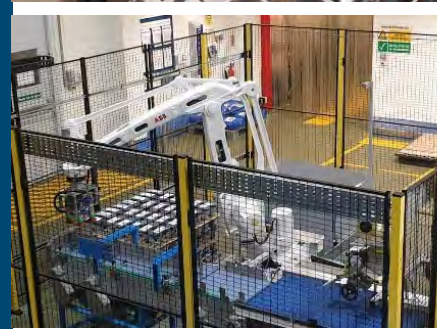
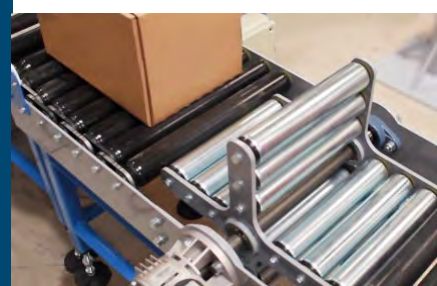
Preventative maintenance carried out by our dedicated service team is essential in allowing you to minimise the risk of equipment failure and expensive production downtime. With engineers situated all over the UK, we are able to offer our customers service & support of the highest quality.

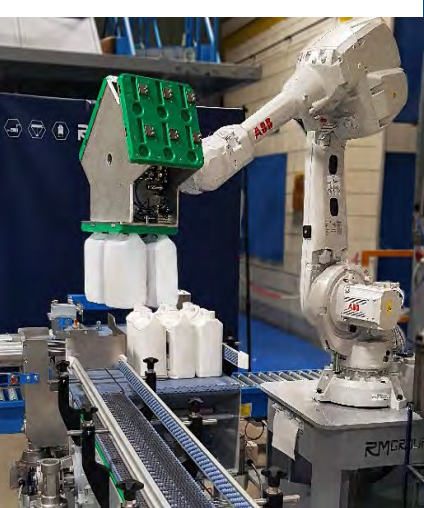
With a service contract in place, you will have a dedicated service plan to maintain, and a guarantee that any breakdowns or issues that may arise, will be dealt with as a priority, be it by one of our field service engineers, or by our dedicated technical support team.

- Technical Support available 24 hours a day.
- RM Group engineer will be guaranteed in as little as 24 hours if needed.
- Pre-planned visits to best suit each individual customer's needs. Visits can be planned around busy/quiet periods, or periodically over the year. RM Group understands that each customer is different.
- Back ups taken of programmes including PLC, Robots, HMI etc.
- A full test/inspection of the safety circuit including guarding, light barriers, scanners and emergency stops. Recommendations for improvements made.
- Maintenance report detailing any issues found and any remedial work needed. Full report issues including any recommended improvements.
- Recommendations for optimising performance, longevity, and safety, whilst on site. Each system is run & tested after each visit to ensure it is running at its optimum.
- Advice on programming, fault-finding, diagnostics.
- Travel and accommodation costs are included with all service plans, additional visits can be added at any time.

Response times and engineer dispatch times may vary, depending on the service contract taken out.

Service packages do not include costs of replacement parts. Any extra costs that are identified on a service will be made aware to the customer before works are carried out. Any additional call outs will be charged at the standard rate.





Industrial Robot Service & Maintenance

With over 25 years of experience installing, programming, and servicing robots, as well as being a member of the ABB AVP (Authorised Value Provider) scheme, RMGroup provide the essential solution to minimise the eventuality of a breakdown.

RMGroup offer a wide range of standard and customised maintenance contracts to suit your needs. Our service department will be happy to discuss your application with you and to determine the best maintenance schedule to suit your requirements.

Technical Support

RMGroup Service contracts are the best way to ensure as little downtime as possible with servicing at regular intervals to maximise the lifetime of the equipment.

Preventative maintenance will allow our engineers to detect any malfunctions or issues before they cause costly downtime. Our engineers will also keep machinery calibrated, adjusted, and working to its optimum performance.

Robot Maintenance Plans

Our preventative service contracts are set out in three different packages, with the gold cover providing the most comprehensive service plan.

RMGroup have been recognised for our In-depth knowledge and Industry experience and have full access to ABB's products portfolio.

Being part of the AVP Network allows RMGroup access to an extensive range of spare & replacement parts. Orders are taken up until 4 pm and deliveries are available next day, and even same day in some cases.



Form Fill & Seal Systems

As suppliers of Form Fill & Seal Systems RMGroup are specialists in the installation, maintenance and servicing of all types of automated packaging systems. Service contracts can be arranged for regular maintenance or ad hoc engineers visits when required.

We have been installing form fill and seal machines since 1997 and can boast an impressive client reference list. With this wealth of knowledge, we can ensure you care getting the best out of your system.

Form, fill and seal (FFS) systems are capable of bagging anything from harsh aggregates and coal, to abrasive sands and glass, keeping them in top condition is imperative. With a team of fully trained engineers, we are on hand to offer reactive maintenance at the drop of a hat. Planning in preventative service visits is recommended to ensure optimal performance.

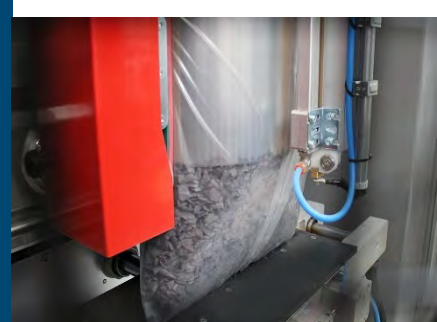
Once more we can ensure your machine is getting optimal productivity, by offering training packages, machine set up, and also by using our remote connection tool that offers us full coverage of the machine, and allows us to make instant recommendations for increased performance.

Fully Automated Systems

Fully automated systems will include a robot with the option of a pallet wrapping system. With this in mind we will offer tailor made service plan to suit your system and requirements.

Baling System

RMGroup offers a comprehensive range of fully automatic, Horizontal and Vertical baling systems, capable of up to 300 bales per hour, for use with a wide variety of products. Horizontal Baling is used for products that do not lend themselves well to being screw conveyed. RMGroup machines are of modern, robust construction, designed to offer effective packaging solutions for the owner and operator.





Mobile Packaging Systems

Our idea for the mobile bagger was born when we realised that there was a demand to bag product at source. Our customers wanted to reduce the cost of transporting product to bagging plants, they needed a robust packaging system that was also versatile enough to cope with rugged terrain, a mobile solution that could be transported to various bagging sites.



Mobile Line & Other Plant Relocation Service

Our Mobile Lines are designed around the customers ever changing business plans. We can assist with Mobile Line movements to any location required. With our own lifting equipment, operator, and transportation, we can ensure minimal disruption is caused to your production plans. With our skilled team of engineers, we can ensure care is taken in the removal and re-commission process.



The mobile line is branded as that, because with our help, that's exactly what it is!

Bulk Bagging & Manual Bagging

As well as our high-speed automated systems, RM Group are leading suppliers of manual bagging systems, and bulk bagging solutions.



With these systems typically used in harsh environments, the service & support of them is key in maintaining their condition.

Other Packaging Systems

RM Groups service and support team consists of engineers with over 100 years' experience combined in the process and packaging industry. This means they have gained an extensive knowledge of all makes and models of packaging machinery, robotics, wrappers, weighers, and all other types of machinery that means they are able to assist with many makes of equipment, not just our own.



With a reputation of being one of the most reliable and efficient service teams in the UK, we can be on hand to assist with most types of packaging system. Even if it is just a call for us to assess your equipment, and offer our advice, please don't hesitate to get in touch with our team.



Bespoke Service & Maintenance

RMGroup partner with other leading manufacturers to provide more bespoke service offerings. Our highly skilled engineers can offer extensive knowledge on these systems to ensure each system is running at its optimal.

Such approved and supported systems include;

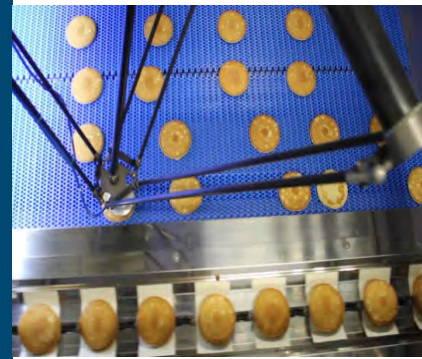
- Avelair - Compressors
- Domino - Industrial Printers, Coders and Markers
- Fishbein Saxon - Heat Sealers
- ABB - Robots
- PKT - Form Fill & Seal, Baling Systems
- Atlanta - Pallet Wrapping
- Aetna Packaging / Robopac - Pallet Wrapping
- Lantech Solutions - Pallet Packaging Systems
- Lachenmeier - Stretch Hood Wrapping and Shrink-Wrapping
- ASTI AGV'S - Automated Forklifts & Transportation
- Bocedi - Pallet Packaging Systems

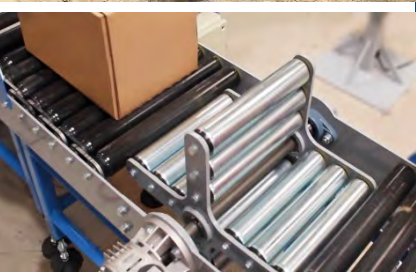
We do our utmost to ensure our customers receive as much support as possible, this even includes support on non RMG packaging equipment. This wealth of knowledge comes from our experienced

service engineers have been in the industry for many years. With a good attitude and willingness to find information we will always give 100% to help our valued customers. Machinery Safety and Compliance.

At RMGroup we pride ourselves in ensuring each piece of machinery that leaves our factory has been fully tested and complies to all relevant standards and directives. Our experienced team have dealt with supply not only to the UK and European market, but much further afield including America, Canada, India and Australia to name a few.

The process of safety first, starts with our design team, a design philosophy founded on ease of operation, without the loss of focus on the operator's health and safety.





Remote Connectivity

RMGroup can supply connection to the internet in any environment no matter how remote due to the flexibility of the routers we use providing a secure connection via Hard Wired installations, WI-FI or 3G. This tool enables us to actively connect remotely to your system to identify issues efficiently.

Remote Monitoring

Through the use of routers and software, RMGroup can provide a secure connection between computers and production lines. Allowing for secure live feed connectivity to CCTV surveillance, HMI panels of palletising robots, Form Fill Systems and conveying to be displayed and controlled from a web browser.

Off-Site Fault Finding

RMGroup engineers are able to gain full access to any of our systems, allowing for remote fault finding, diagnostics, tracking, and programme modifications. With access to the PLC, systems can be altered remotely to suit the customer, and thus support with the efficient operation of systems.

Flexible Options

The remote access servicing is available as part of an annual servicing plan, or it can be installed on its own. Dedicated RMGroup engineers are available in order to support customers through any problems by fault finding or to assist with required changes to programmes. Please contact our service team to enquire further about our remote access maintenance services, and about how this can benefit your company.

On-Site Training

Achieving optimum performance from your equipment requires a good working knowledge of the machinery & systems. RM Group offers onsite training for all equipment, from bagging machines to full plant installations with highly experienced engineers.

All relevant documentation and literature are included in all training courses.



Spare Parts

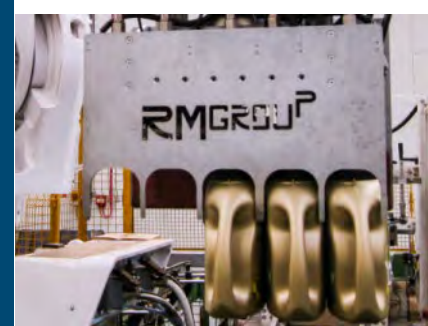
Our specialist machines and bespoke systems are correlated to a multitude of different spare parts. By using original parts from RMGroup, you will receive optimum performance and durability.

Here at RMGroup, we hold a full comprehensive stock of spare and consumable parts, for all types of RMGroup equipment. We highly recommend that you keep the stock of spares to avoid significant downtime.

We also fabricate a large number of our parts here at RMGroup. This is possible with our new advanced cutting, forming and fabrication facilities. Our in-house design team are always ensuring we are providing the most durable and best version of our parts. With the fabrication team providing a fast turnaround time.

Upon new installations and we supply spare part inventories to ensure you always have as much information to hand and to increase ease of use.

If you require parts for non RMGroup Packaging Equipment, we will do our utmost to support and supply you with spares, using our large portfolio of suppliers.





Unit C
Mochdre Industrial
Estate
Newtown, Powys
Wales
SY16 4LE

 +44 (0) 1686 621704
 Service@rmgroupuk.com
 www.rmgroupuk.com