Muller Martini Ltd Christmas Opening Hours

Our offices will be closed for the Christmas period from Friday 21st December and we will re-open on Wednesday 2nd January 2019. For spare parts ordering, the last full day of service for next day deliveries will be Thursday, 21st December. During this time, our emergency support for Spares and Service are as follows:-

Date	Spare Parts		Technical		Onsite Support
	MMGB 8am – 5pm	Swiss Hotline outside MMGB office hours	MMGB 8am – 5pm	Swiss Hotline outside MMGB office hours	
22/12/18	Closed	Hotline Spares *	Closed	Hotline Tech **	None
23/12/18	Closed	Hotline Spares *	Closed	Hotline Tech **	None
24/12/18	Closed	No Service – Swiss Customs closed	Closed	Hotline Tech **	Pre booked only
25/12/18	Closed	Hotline Spares *	Closed	Hotline Tech **	None
26/12/18	Closed	Hotline Spares *	Closed	Hotline Tech **	None
27/12/18	8am – 12pm	Hotline Spares *	8am – 12pm***	Hotline Tech **	Breakdown only
28/12/18	8am – 12pm	Hotline Spares *	8am – 12pm***	Hotline Tech **	Breakdown only
29/12/18	Closed	Hotline Spares *	Closed	Hotline Tech **	None
30/12/18	Closed	Hotline Spares *	Closed	Hotline Tech **	None
31/12/18	Closed	No Service – Swiss Customs closed	Closed	Hotline Tech **	None
1/01/19	Closed	Hotline Spares *	Closed	Hotline Tech **	None
2/01/19	Normal 8 – 5pm	Hotline Spares *	MMGB 8am – 5pm	Hotline Tech **	Normal

* Spare Parts ordered on Swiss Hotline are subject to a call out fee of £500.00 plus special taxi charge from Switzerland to Customer‘s premises.

** Technical support by Switzerland only available to customers with Help Line Plus or Remote Line Plus contracts

*** Technical support is chargeable without the relevant support contract.

For customers with Kolbus equipment, you can access technical support and emergency spares parts using the Kolbus DE out of hours telephone number +49 577171187.

MM eShop will be available throughout. However, please note orders placed during this closure will be processed only when the MMGB spares office is open. For emergency breakdowns orders must be placed through the hotline.

The Telephone Numbers are:-
Spare Parts – 0844 875 4588
Technical – 0843 508 2473
General Sales – Accounts - Closed throughout Holiday period.

May we take this opportunity to thank you for your continued support throughout this year and wish you all a very Happy Christmas from all the Management and Staff of Muller Martini Ltd.

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VAT Registration No. 207 7515 68