

Muller Martini Ltd Christmas Opening Hours 2019

Our offices will be closed for the Christmas period from Tuesday, 24th December 2019 and we will re-open on Thursday 2nd January 2020. For spare parts ordering, the last full day of service for next day deliveries will be Monday, 23rd 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	
23/12/19	Normal 8am – 5pm	Hotline Spares *	Normal 8am – 5pm	Hotline Tech **	Normal
24/12/19	8am – 1pm	No Service – Swiss Customs closed	8am – 1pm	Hotline Tech **	Pre booked only
25/12/19	Closed	Hotline Spares *	Closed	Hotline Tech **	None
26/12/19	Closed	Hotline Spares *	Closed	Hotline Tech **	None
27/12/19	8am – 12pm (reduced staff)	Hotline Spares *	8am – 12pm (reduced staff)***	Hotline Tech **	Breakdown only (reduced staff)
28/12/19	Closed	Hotline Spares *	Closed	Hotline Tech **	None
29/12/19	Closed	Hotline Spares *	Closed	Hotline Tech **	None
30/12/19	8am – 12pm (reduced staff)	Hotline Spares *	8am – 12pm (reduced staff)***	Hotline Tech **	Breakdown only (reduced staff)
31/12/19	8am – 12pm (reduced staff)	No Service – Swiss Customs closed	8am – 12pm (reduced staff)***	Hotline Tech **	Breakdown only (reduced staff)
1/01/20	Closed	Hotline Spares *	Closed	Hotline Tech **	None
2/01/20	Normal 8 – 5pm	Hotline Spares *	Normal 8 – 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 a very Happy Christmas from all the Management and Staff of Muller Martini Ltd.

