



After-Sales & Service Support



After Sales Support: 07711 593 309

www.summitsystems.co.uk aftersales@summitsystems.co.uk

Service & Support Contact Numbers

To ensure you get the help you need as quickly as possible, our dedicated support lines connect you directly with the right specialist.

Breakdown Support

01827 265 865

Out of Hours Support

0800 030 2122

After Sales Support

07711 593 309

Spare Parts

01827 265 866

aftersales@summitsystems.co.uk

What our customers are saying...

“We look after our equipment well and have contracted twice yearly service visits from Summit engineers, which has proven without a doubt to be a money well-spent insurance policy.”

Flexfilm

“The maintenance service visits are obviously working extremely well as we have had the least amount of follow up work carried out this year against the last 5 prior years.”

IAC Group

“Thank you all for organising the repair of our process cooling system, I know it took some work to be able to get the parts ordered and delivered for a Sunday but it's much appreciated.”

AEY Innovation Limited

Summit ASSIST

Breakdown and emergency assistance packages

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Summit PROTECT

Planned maintenance programme

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Spare Parts

Designed to provide the essential parts needed for quick and efficient maintenance

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Training

Training sessions designed to meet the unique needs of your business

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Equipment Repairs

Repairs to quickly restore performance and minimise downtime

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Refurbishments

Refurbishments to extend equipment life and restore long-term performance

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Silo Inspections

Silos built before 2006 should be checked and upgraded to meet current standards

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Leak Detection

Identify and fix compressed air leaks fast, cutting waste and boosting ROI

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Response & Repair Breakdown Packages

SUMMIT ASSIST

Rapid Response When Production Is at Risk

Summit ASSIST is our rapid breakdown support package, giving you a direct line to our service team and access to a UK and Ireland-wide network of engineers. Designed to minimise downtime, it provides fast troubleshooting and repair coordination across plastics, material handling and process cooling equipment.

Call out charges apply. Available to all customers.

For all breakdowns or emergency assistance, call our Breakdown Support line on 01827 265 865.

SUMMIT ASSIST+

24/7 Out-Of-Hours Response Service

Summit ASSIST+ is our highest level of emergency support, providing priority out-of-hours response for customers who require 24/7 assistance.

Building on everything included in SUMMIT ASSIST, it delivers fast fault diagnosis and a proactive service designed to minimise downtime and restore production quickly.

Pricing is available on application.

Protect & Prevent Support Packages

SUMMIT PROTECT

Preventative Maintenance for Long-Term Performance

Summit Protect is our preventative maintenance programme designed to keep your equipment running safely, reliably and efficiently. Through scheduled service visits, our engineers carry out inspections, checks and proactive maintenance to reduce unplanned downtime, extend equipment life and protect long-term performance across processes.

Pricing available on application.

To discuss our planned maintenance packages, call our Customer Care Manager on 07711 593 309.

SUMMIT PROTECT+

Extended Preventative Maintenance

Summit Protect+ is our enhanced preventative maintenance package, designed for customers who require the highest level of long-term equipment care and performance protection.

Building on the standard SUMMIT PROTECT programme, PROTECT+ helps prevent breakdowns through early issue identification and includes full calibration, certification, and system enhancements to keep your equipment operating reliably and efficiently.

Pricing is available on application.

Spare Parts

First Step Towards Uninterrupted Productivity

We understand how critical it is to minimise downtime and keep your operations running smoothly.

To do this, we offer:

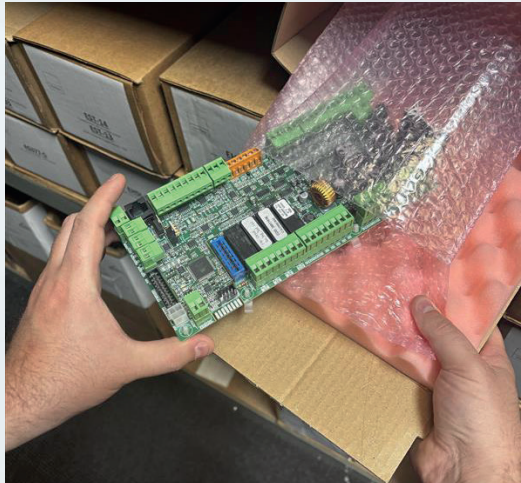
- Facility tailored critical spares packages
- Critical spares packages
- Service spares
- General spares
- Standby pumps & equipment

All packages can be tailored to your equipment and site requirements, in order to;

- Minimise downtime
- Be prepared for quick repairs
- Ensure engineer support without delay

These packages are designed to provide the essential parts needed for quick and efficient maintenance, whether you're handling part changes yourself or relying on a Summit engineer.

Be prepared: Tailored spares packages will ensure that you have the right parts on hand for quick repairs to minimise equipment downtime.



Training

Invest in Your Team's Success

Even the most advanced equipment will only deliver consistent results when it is operated and maintained correctly. Well-trained teams achieve higher performance, longer equipment life and reduced unplanned downtime.

We run regular Training Days throughout the year. These mixed-group sessions are led by Summit's specialist engineers and combine structured classroom theory with live, hands-on demonstrations using real equipment.

Regular Training Sessions:

- Plastics drying equipment
- Material feed and handling systems
- Material blending and dosing
- Granulators and recycling machinery

Bespoke Training

Alongside our scheduled Training Days, we offer fully bespoke training programmes built around your specific site requirements. These sessions are tailored to your exact equipment, materials, production processes and skill levels, ensuring the training is directly relevant and immediately applicable on the shop floor. Content can range from operator



best practice and fault finding through to maintenance routines, optimisation techniques and energy-efficient operation.

Bespoke training can be delivered either on-site at your facility or at Summit HQ, providing a focused, practical approach that builds confidence, improves consistency and helps your team get the maximum return from your investment.

Equipment Repairs

Fast Recovery for Critical Equipment



Our Repairs service provides fast, cost-effective solutions to restore faulty or underperforming equipment with minimal disruption. Where possible, issues are diagnosed and resolved on-site by our experienced service engineers, reducing downtime and keeping production moving.

We inspect, repair and test each unit to ensure it is safe, reliable and operating as intended, helping you avoid unnecessary replacement costs.

Our repairs service is open to any business that needs support, whether you are an existing customer or new to Summit. We can repair equipment from any manufacturer, delivering fast and reliable support across the UK and Ireland.

What this service includes:

- On-site diagnosis and repair by experienced service engineers
- Replacement of worn, damaged or failed components
- Functional testing and calibration to restore performance
- Safety checks and compliance verification
- Certification and service documentation for your records

When unexpected issues arise, our Repairs service helps keep production moving. Summit Systems delivers fast, dependable fault resolution, restoring equipment performance quickly while minimising downtime and disruption.

Refurbishments

Give Your Equipment a Second Life



Our Refurbishment service is designed for ageing or heavily worn equipment requiring comprehensive restoration. Units are fully stripped, cleaned, repaired and rebuilt in our workshop to restore performance and reliability across demanding production environments.

Refurbishment extends equipment life, improves efficiency, and ensures compliance with current performance and safety standards, offering a cost-effective alternative to new machinery.

What this service includes:

- Full workshop assessment and strip-down
- Deep cleaning, inspection and component refurbishment or replacement
- Upgrades to meet current standards where applicable
- Complete reassembly, testing and calibration
- Certification and documentation following completion

Extending the life of your equipment starts with expert refurbishment. Summit restores ageing or heavily used machinery through comprehensive workshop rebuilds that improve reliability, performance and compliance.

Silo Inspections

Ensure Safety Through Regular Inspections

Recent tragic incidents have highlighted the dangers of silo mismanagement, where lack of maintenance led to fatal accidents. Summit has partnered with Barton Fabrications, a UK leader in bulk storage design, manufacture, and repair of bulk storage solutions, to provide industry approved silo inspections.

A full annual inspection of silos is essential to:

- Ensure operational continuity
- Identify potential hazards
- Prevent catastrophic failures
- Prevent injury to personnel
- Avoid costly downtime
- Minimise risk of spillage

PUWER Guidance 6.85 - “The purpose of an inspection is to identify whether the equipment can be operated, adjusted and maintained safely and that any deterioration (for example defect, damage, wear) can be detected and remedied before it results in unacceptable risks”.

Be compliant: Silos must now comply with BS EN 1991-4:2006 (Eurocode 1, Part 4), the UK’s main design code for silos and tanks. Silos built before 2006 should be reviewed and upgraded to meet current safety standards.



Leak Detection

Stay Ahead of Unplanned Downtime

Fast, easy, early detection of compressed gas leaks, partial discharge, and mechanical anomalies. Our engineers can scan large areas during normal operating hours and pinpoint the exact source of leaks, mechanical anomalies or early-stage faults that are difficult to detect manually. This service helps you cut wasted energy, reduce unplanned downtime and identify issues long before they become failures, providing clear reports and recommended actions after each visit.

- Maximise uptime
- Reduce costs
- Ensure team safety
- Stay ahead of issues
- Optimise energy usage
- No production stoppages
- Full visual evidence

Plants can lose up to 30% of total compressed air production through leaks. That’s avoidable cost, avoidable waste and avoidable load on compressors. Our new service helps you find and fix these leaks quickly, giving you measurable savings and immediate ROI.





Need Service Support? Call Our Team Today

From spares and training to service packages, refurbishments, repairs, and breakdown cover, our support is built around your production and operational needs. With 24/7 expert assistance available, we provide reliable, efficient solutions to ensure your systems perform at their best.

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Summit Systems is a leader in Plastics Automation, Material Handling and Process Cooling solutions, providing tailored After-Care Solutions and expert engineering to meet your unique operational needs.

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