



### Traveling sales engineers

- Consultations with customers
- Geographical distribution by sector and client

### Traveling maintenance engineers

- Maintenance operation in France and worldwide
- Availability ensured by workshop support

### A process team

- On-site audit
- Technical and technological assistance

### A dedicated back office

- Privileged entry point for all your requests of spare parts, troubleshooting, order tracking...
- Support, advice and quotes by on-site sales technicians

### A technical support set

- Automation / electrical engineering office
- Mechanical engineering office
- Process engineering office



Experts in butter processing since 1856



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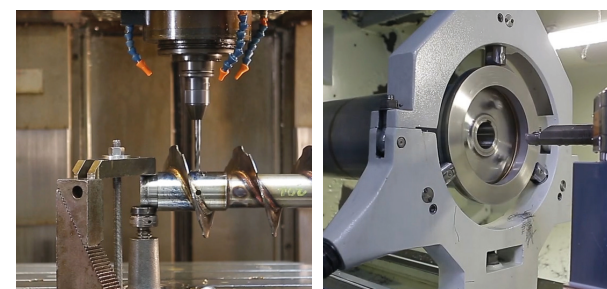


Société SIMON, a company of SYNEXT GROUP



Experts en process beurre depuis 1856

## CUSTOMER SERVICE



Take advantage of our experience

[www.simon-sas.com](http://www.simon-sas.com)

## OUR CUSTOMER SERVICE INTERVENTION

We bring you an instantaneous set of solutions adapted to your SIMON FRÈRES equipment, new or old.

### Supply and shipment of spare parts to your site

- A warehouse with several hundred stocked parts adapted to your equipment.
- A dedicated Shipment Service to serve you in a timely manner.



### Tailor-made maintenance and overhaul services

- of SIMON FRÈRES machines of any generation,
- by a team of expert technicians.



### Thickness measurement

- Stainless steel material thickness gauge.
- Ideal tool to measure many coated or uncoated materials, and to transfer data for further analysis and reporting.



## AN EXPERTISE IN BUTTER PROCESS

We can adapt or upgrade your SIMON FRÈRES machinery to meet new specifications, product characteristics or food standards.

### Upgrading

General improvement of your old SIMON FRÈRES machines

- Tightness
- Cleanability
- Easy maintenance
- Reduction of hygienic risk
- Compliance with new food standards



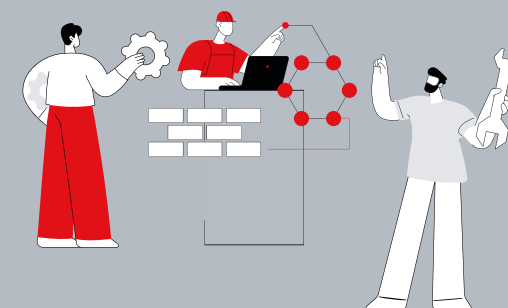
### Transformation

Depending on the generation of your equipment, we provide you with processing solutions to improve the quality of the butter produced.



### Technological and process assistance

- Theoretical and practical assistance by our engineers, on your site, to improve the knowledge of your teams in the butter process.
- Assistance in management of your equipment.
- Creation of technical documentation.



### Expertise and audit of your industrial complex

- Technological audit of your equipment carried out by one SIMON FRÈRES expert engineer.
- Audit of CIP, cream preparation and production by one SIMON FRÈRES process expert.
- Report with suggestions for improvement.

**A team remaining at your disposal to provide clear and quick answers to your daily needs.**

