

SUPPORT

Meet the after-sales team



Global support

EDM provides a worldwide product support service and prides itself on its standard of customer aftercare. Our dedicated, fully trained and qualified support engineers are able to deal with any issues that may arise with your equipment, from routine servicing to major overhaul and repair. All work is carried out to the highest standard and backed up with a full warranty – nothing less than you would expect from an ISO 9001 registered company.

Service packages

High quality servicing and regular maintenance by skilled personnel is essential to keep your equipment in good condition, prevent costly breakdowns and deliver maximum training availability. We fully understand that each client's requirements and budgets differ and that equipment usage may vary significantly. We therefore tailor our servicing packages to suit individual customer needs.

Technical support

Minimising training downtime is our customers' highest priority. To ensure we meet this expectation, we offer a manned telephone technical support service, a full call-out service and a remote diagnostic service that uses the latest technology. All our modern training equipment can be remotely accessed via the web, allowing our highly skilled engineers to monitor your system's performance anywhere in the world so they can advise on the cause of the problem or correct the fault remotely.

To keep all our in-service equipment operating to the highest levels of reliability, we issue technical bulletins where appropriate. Spare parts for all our products are also available through EDM's customer support department, either with or without a fitting service.

