CUSTOMER SERVICE CENTER

When purchasing a SMI product you can always count on our Customer Service Center, which provides customized solutions for optimizing the performance of your systems in terms of reliability, efficiency, energy saving and reduction of operating costs. This can be achieved only through a rich portfolio that includes upgrades, updates, routine preventive maintenance and special maintenance packages. SMI’s Customer Service Center operates through a network of technical service centers that also supply original spare parts. These centers are strategically located throughout the world and provide 360° support with native personnel specialized in the mechanical, electric and electronic fields. The SMI customer can count on continued technical support provided through on-line services (telephone or via the Internet) and on-site services, the latter used when you need to place, install and test your machine or restore its full functionality in case of serious failures. SMI also organizes training courses to instruct the customer’s machine operators on how to make the best use of the systems they run. Training courses are held in the main international languages by “senior” technicians, both at SMI headquarters, in rooms equipped with the latest technologies, and directly at the customer’s facility.

Foreign branches and representative offices

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Turn-key lines...
...for each and every bottling & packaging need

SMI designs and manufactures complete bottling & packaging systems, mainly for the food and beverage sector, but also for the detergent, personal hygiene and chemical and pharmaceutical industries. SMI’s “industry 4.0 compliant” complete lines are the ideal solution for production requirements from 3,600 to 33,600 bottles per hour, based on technologically advanced choices that ensure high efficiency, large running flexibility, low energy consumption and a quality/price ratio among the best on the market. SMI’s proposals in terms of turnkey systems range from complete “cost-saving” and compact lines to complex and articulated solutions, with a wide range of intermediate products that can satisfy any present and future requirement in terms of production speed, product to be packaged, level of automation and environmental conditions.

**BLOWERS & FILLERS**

SMI is among the world’s leading manufacturers of rotary stretch-blow moulders for the production of PET bottles. SMI’s stretch-blow moulders, make use of the most advanced technologies in this sector for achieving efficiency, flexibility, energy saving and low running and maintenance costs. These machines are available in a wide range of models, from 2 to 16 moulds, able to produce up to 33,600 containers per hour up to 3-liter collations and up to 7,200 containers per hour in the 5 to 10-liter collations. All SMI blow-moulders are equipped with the AlMaster, which allows recovering up to 40% of the high-pressure compressed air used during the bottle production process. SMI’s stretch-blow-moulders are available both as standalone machines and integrated into ECOBLOC®-compact systems that combine in a single machine the functions of a rotary stretch-blow moulder, an electronic rotary filler and a rotary capper (and, on request, even a rotary labeller).

**PACKERS**

SMI designs and manufactures a wide range of fully automatic machines for the secondary packaging of rigid containers such as plastic and glass bottles, jars, cans, cardboard cartons and many others. The available models allow you to package in multiple pack formats using the following materials:

- shrink film with or without corrugated cardboard pad/tray, with production speeds up to 450 packs per minute (working in three lanes);
- corrugated cardboard wrap-around boxes or trays with or without film, standard and extra-large sizes, with octagonal or rectangular bases and edges of the same height or different heights, with production speeds up to 80 packs per minute;
- paperboard sleeves, “OTT” or “INT” versions (bottle neck inside or outside the packaging), with production speeds up to 300 packs per minute.

Format change is simple and fast as it only involves the editing of the machine’s working parameters via the operator panel (POSYC) and, in some cases, the replacement of a few mechanical parts.

**PALLETTIZERS**

SMI palletising systems set a new standard in the industry of two-Cartesian-axis fixed-column robotic palletisers. APS ERGON series is the outcome of an intense activity of research and innovation, which allowed producing technologically advanced systems capable of providing each user with the fitting packaging solutions according to his specific needs. SMI palletising systems enable to streamline the end-of-line operations of countless industrial sectors: beverages, food, chemicals, pharmaceuticals, detergents, glass, paper and many more. SMI palletisers meet production needs from 35 to 100 packs/minute (according to the size of the product handled and to the palletisation scheme selected) and are available in many different configurations, both in “stand-alone” version and integrated with a SMI packer to form a PackBloc system.

**AFW/K/MSK/Ergon series**

- Shrink packers
- Output rate up to 450 ppm (film only in triple lane)
- Pads in film only, cardboard pad + film, tray only, cardboard tray + film

**MP Erigon series**

- Combined shrink packers
- Output rate up to 80 ppm
- Pads in film only, cardboard pad + film, tray only, cardboard tray + film

**WPC/CPW/MP Erigon series**

- Wrap-around case packers
- Output rate up to 80 ppm
- Pads in film only, cardboard pad + film, tray only, cardboard tray + film

**CAML/CM Ergon series**

- Combined packers
- Output rate up to 80 ppm
- Cardboard box, cardboard pad + film, cardboard tray + film

**APS 1035 Series**

- Automated palletising systems
- Output rate up to 35 ppm
- Palletisers for cardboard blanks, packets, trays and other packs
- Available with pad inserter

**APS 1550P Ergon Series**

- Automated palletising systems
- Output rate up to 90 ppm
- Palletisers for cardboard blanks, packets, trays and other packs

**APS 3040P Ergon Series**

- Automated palletising systems
- Output rate up to 90 ppm
- Palletisers for cardboard blanks, packets, trays and other packs
- Compact 3 in 1 system with SCAMA arm to pick up pallets and inner packs

**APS 3100LP Ergon Series**

- Automated palletising systems
- Output rate up to 100 ppm
- Palletisers for cardboard blanks, packets, trays and other packs
- Compact 3 in 1 system with SCAMA arm to pick up pallets and inner packs