

## CMS Introduces Service Centre

### Worldwide on-line service enables customers to request service, spares and assistance

CMS has introduced its new on-line Service Centre. Through a simple form on the company's web site, customers can quickly log faults and request spare parts or maintenance assistance.

The service has been designed to be as simple as possible for customers. By going to the [Service Centre](#) page on the Cable Machinery Spares web site, customers can:

- Select the make and model of the machinery in question
- Describe the problem or requirement
- Include up to 3 photographs of the machine

With the longevity and worldwide installation of CMS equipment, identifying the correct model has not always been easy. The photo upload feature enables experienced CMS engineers to quickly identify the parts required.

The Service Centre form also allows users to make different requests, including:

- Provide Arrangement Drawings
- Provide Die Charts
- Arrange for service engineer to visit
- Request quote for spare parts
- Ask CMS to get in touch

The service is available, free of charge, for all CMS brands, including: B&F Carter, Babcock Wire Equipment, Hanson & Edwards, Winget Syncro and Shackleton Engineering.

Managing Director Chris Livesey commented: "Our key service objective is ensuring that our customers' machines are running at maximum efficiency and productivity. The CMS Service Centre makes responding promptly to worldwide service calls quick and easy – our customers can often get an informed response within 2 working days or less. The resulting increased levels of customer satisfaction are another reason why cable, flexible and wire rope manufacturers are increasingly turning to CMS for engineering and manufacturing solutions."

For more information, please contact CMS at the address below or visit the web site: [www.cablemachineryspares.co.uk/service](http://www.cablemachineryspares.co.uk/service).

Chris Livesey  
Cable Machinery Spares Ltd  
Unit 13 Lodge Bank  
Crown Lane  
Horwich  
Bolton  
BL6 5HY  
UK

Tel: 00 44 1204 669001

Fax: 00 44 1204 669002

Email: [sales@cablemachineryspares.co.uk](mailto:sales@cablemachineryspares.co.uk)

Web: [www.cablemachineryspares.co.uk](http://www.cablemachineryspares.co.uk)

320 words

### **About Cable Machinery Spares Ltd**

Cable Machinery Spares specialises in supplying new and fully refurbished equipment, built to the original specifications, but updated to incorporate the latest drive control technology. The company owns and maintains the original drawings and individual build documentation for a wide range of machinery, including B&F Carter, Babcock Wire Equipment, Hanson & Edwards, Winget Syncro and Shackleton Engineering. Many of the CMS engineering team worked for one or more of the above companies and have extensive first hand knowledge of these machines.

For more information, please contact CMS at the above address or visit the web site.

