



Nordson EMEA Aftermarket Services

**Parts you trust.
People you rely on.
Partnerships we create.**



Nordson

Product Assembly

Our commitment to excellent service

Nordson's Product Assembly Division offers the best service and support in the industry. With our highly trained staff and attractive programs & services, your equipment will be kept in peak operating condition.

The delivery of your system is just the beginning!



Nordson Technical Hotline Support

- Telephone support for all technical questions.
- Finding the causes together and recommending solutions
- Transfer of drawings/manuals/etc.



Nordson Technical Customer Support

- Our trained Nordson service technicians take over on site:
 - Installation, startup of new systems.
 - Repairs and/or conversions to existing systems.
 - Practical training in the use of your Nordson systems.



Nordson Health-Check

- Our experienced Nordson service team will check the system settings and the condition of the entire system, including connected components, directly on your premises.
- Determination of required spare parts and recommendation of follow-up measures, if necessary.



Nordson Aftersales Support

- Our Order center is available for orders and/or queries regarding open orders/invoices.
- Our AfterMarket Sales team advises you on all topics and provides you with individual offers for spare and wear parts as well as for our services and takes over your personal customer support for existing systems, new products, discontinuations, etc.



TrueBlue™ Preventive Maintenance

- We recommend regular preventive cleaning + maintenance of Nordson systems and connected components annually, including replacement of wearing parts such as filter screens.
- Our trained service technicians carry out these tasks on your premises.
- Our aftersales team will keep track of the annual intervals for you and provide you with a customized TrueBlue offer.

Please always have the model and serial number of the Nordson system/component ready before calling.

Support you can count on

Nordson offers a range of technical support options for all products – from service and spare parts to troubleshooting support. Our global network of experts can also provide on-site support if required. All Nordson products and systems are supported by our Aftersales Services to ensure your satisfaction at every stage of the process.



Fixed-Price Repair Program

- With our fixed-price model, you know the cost upfront before any work begins.
- All repairs are performed by skilled technicians and come with a new warranty.
- For complex or large repairs that fall outside of fixed pricing, you can send your equipment to our facility for a free, detailed cost estimate.



Nordson trade-in – Exchange program with special discount

- The life cycle of your system/component is coming to an end and there is an increased risk of production downtime.
- In the case of products that have already been discontinued, it may no longer be possible to guarantee the procurement of spare parts.
- A planned investment in new goods is recommended.
- Our sales team will be happy to advise you on suitable successor systems.



Nordson Reconditioning / Exchange

- For our equipment, we recommend a reconditioning every 3-5 years.
- For key parts, we also offer our Reconditioning/Exchange service.
- You purchase a second additional assembly and the worn one can be refurbished ready for future use.
- Diagnostics after submission and preparation according to cost estimate.
- Professional evaluation of your equipment at no cost.



eNordson

- With eNordson you have direct access at any time to your own Nordson customer account.
- View the current status of your orders, download order confirmations, shipping bills, tracking documents directly from your account.
- Never miss a deadline! View the status of due and already paid invoices and download documents.



Customers Spare parts warehouse

- Standard spare and wear parts should be kept in sufficient quantities in the customer's own warehouse in order to ensure their own service and maintenance.



Nordson Online-Library

- Keep up to date with our library.
- Here you will find: product information, data sheets, manuals, spare parts lists, etc.



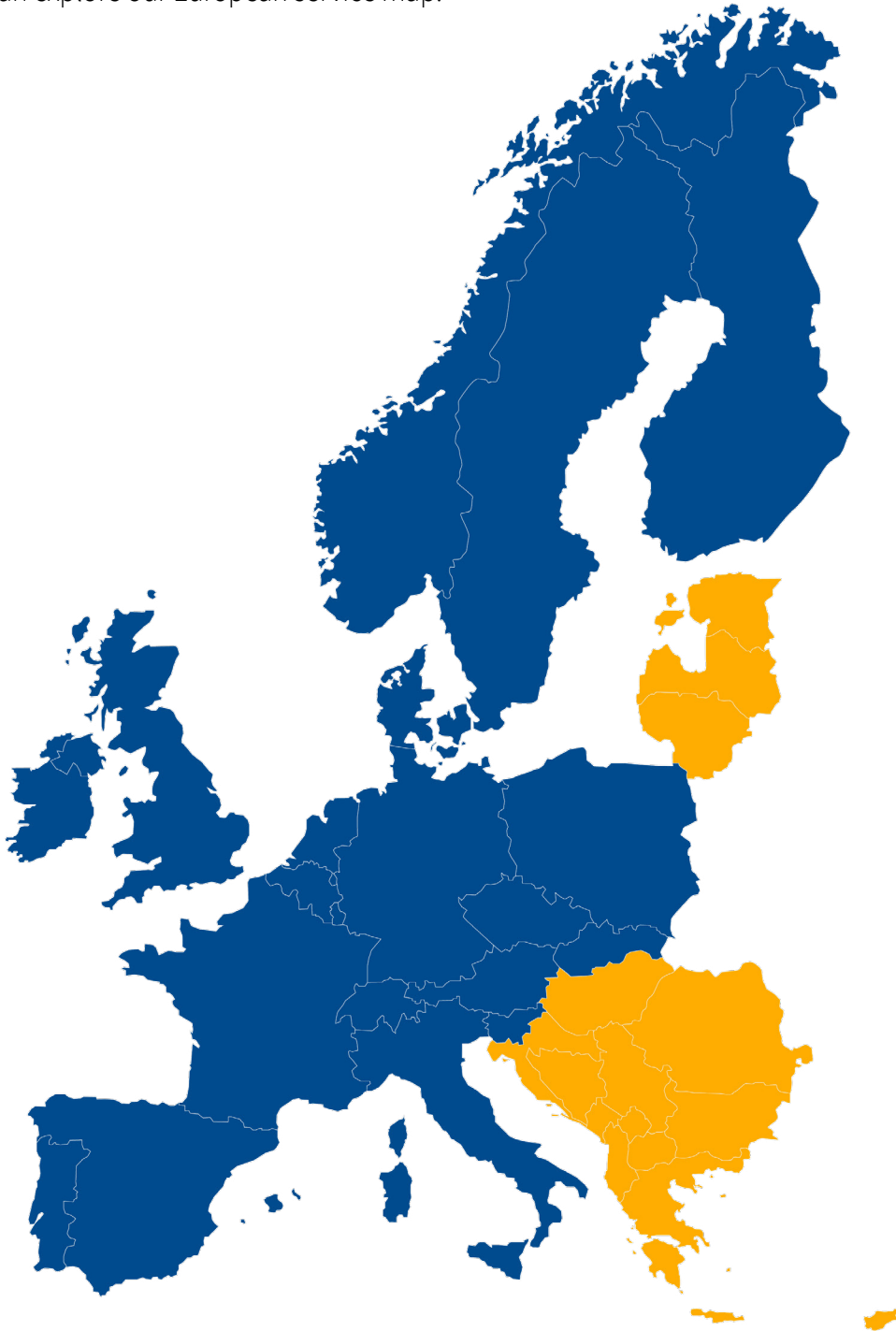
We deliver more than parts
We deliver **partnership**



Our Service in Europe

Across the EMEA region, Nordson delivers expert support exactly when you need it. From installation and maintenance to troubleshooting and upgrades, our team is dedicated to keeping your production running at peak performance.

Below, you can explore our European service map:



 **Our Nordson Service Team**

 **Our Certified Service Distributor**

Product Assembly & Innovation Center in Europe

We are continuously expanding our presence in Europe to better serve our customers with advanced solutions, faster distribution, and cutting-edge research. Our European facilities include:

- **Product Assembly Lab - Lueneburg, Germany:** Specialized in testing, analysis and quality assurance to ensure the highest product standards.
- **Distribution Center – Maastricht, Netherlands:** Strategically located for efficient logistics and streamlined delivery across Europe.
- **Innovation Lab – Duesseldorf, Germany:** A hub for research, development and co-creation with partners, driving the next generation of innovation.



Product Assembly Operations Data & Facts



Facilities in Europe

3 strategically located sites supporting regional operations.



European Commercial Team

40+ specialists driving growth and client engagement.



Team Members

more than 100 dedicated Product Assembly Europe professionals.



Countries Covered

30+ countries across Europe.



Technical Support in Europe

60+ experts ensuring seamless service and solutions.



Languages Supported

Full support for all EMEA languages, with field service in 24 European languages.

Meet Our Team: United Kingdom

Our regional experts are here to support you with fast, knowledgeable assistance tailored to your local needs. Whether you're looking for technical guidance, service scheduling or aftermarket support, please get in touch with your Field Service Technician or Sales Specialist directly.

Get in touch with your local contact below:

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No Direct Contact? Reach Here

If you are not aware of your contact person, please feel free to reach out to our team via the following email address:

pa-fieldservice-uk@nordson.com

Additionally, you are welcome to contact our technical hotline support, available at the following phone number: **+44 161 498 1510**

Why choose Nordson

Nordson stands as a prominent global provider of precision application solutions, specializing in the manufacture and distribution of equipment designed for the application of adhesives, sealants, and surface coating systems.

Nordson's application expertise is unrivaled and with **over 70 years** of experience in a wide range of industries, we ensure an improved production process for our customers. Nordson has offices in **more than 35 locations**, providing service and support to customers worldwide.

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The General Terms and Conditions apply; services may vary from region to region



Global

Supporting and collaborating with customers worldwide.



Business Scale

Extensive capabilities to deliver on customer promises.



Value Innovation

Consistently creating customer value with innovative technology



Direct

Direct offices in over 35 countries with local application experts nearby to help.

Direct contact or find your local Nordson office:

www.nordson.com/contact-us

 [/company/nordson-adhesive](https://www.linkedin.com/company/nordson-adhesive)

 [@NordsonAdhesiveSystems](https://www.youtube.com/@NordsonAdhesiveSystems)

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