

Home Page

Welcome to the world of UTECO assistance

At UTECO we never sleep: we provide you with prompt answers and concrete solutions, monitoring the progress of problem resolution. We support you in the use of your products, step by step, so that you can always get the best performance from them. We also offer you spare parts and upgrades for your machine, in addition to many other services, waiting to be discovered.

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Why using our portal?

We know how important it is to receive an excellent and prompt technical support. The UTECO User Portal is a user-friendly platform that converts, sorts and manages the priorities of all incoming assistance requests, creating an intervention hierarchy based on their nature.

This operating model not only allows us to supervise and follow the progress of incoming requests, but also to track them, giving us the possibility to improve our procedures.

So, why a ticketing system?

- Faster access to the UTECO Service, even from a mobile device, with the assignment of a unique identifier for your request, based on urgency
- Possibility to check the status of the ticket with real-time updates
- Time saving in handling the request
- All sent requests will always remain visible, even when completed
- Association between the incoming requests for assistance and the whole set of information related to the machine history. This renders us a complete and reliable overview, highlighting previous interventions, available spare parts, and simplifying the analytical activity
- Always keeps all relevant people informed at the same time, both of the customer and the UTECO Area Manager who follows you

After Sales Services

- Maintenance, repair and restore of machines functioning through the valid support provided by skilled personnel
- Immediate analysis of the damages, the preventive planned maintenance, an appropriate and capillary after sales services increase machines and equipments profitability, that means maximum reliability and profitability of the production process
- Theoretical and practical training courses, organized in Uteco's premises, but also in those of its customers or in schools of printing and graphic Arts, complete the "Global Service" range offered by Uteco

Emergency helpline 24/7 T: +39 045 6174550

In Uteco your time matters!