



After Sales Support

Omega is proud to provide its customers with "First Class" after sales technical support. Customers often praise Omega's service technicians for their professionalism, friendliness, and equipment knowledge.

Don't take our word for it, read our testimonials:
<https://www.omegadesign.com/testimonials>

“Teva has purchased and incorporated Omega equipment in the past, and we have always been happy with their machines' quality design and robust capabilities, as well as the **company's excellent after sales service**”

“This last point - customer service - was key, because we were planning to implement the new equipment multi-nationally. Due to this global scale, we needed to be sure our needs would be met expertly and expeditiously should we run into any unforeseen obstacles after the lines were incorporated.”

Gabi Cherniak,
Packaging & Assembly Consultant
for Teva Pharmaceutical Industries
For a Case Study Produced in 2012



Want More to Consider?



International Service

Omega has installations in over 45 countries and sends skilled service technicians anywhere that they are needed. Additionally, Omega can provide translations, upon request. Did you know that Omega hangs a flag in its production facility as a reminder of each country where there's an installation?



Trusted by Big Pharma

10 out of 10 "big pharma" companies trust an Omega solution on their production lines. After fifty years in the industry, Omega has built its reputation around high quality equipment and services. Omega's commitment to its customers starts long before a machine is built and well after it gets installed.



PMMI Certified Training

Omega is actively involved with the Packaging Machinery Manufacturers Institute (PMMI) and sends its service technicians to PMMI for Certified Train-the-Trainer courses. Omega understand what makes training effective in a classroom and at the machine.



Validation Support

Omega offers a range of Validation support that adheres to GAMP methodology. Omega can provide: Functional Specifications (FS), Detailed Design Specification (DDS), Factory Acceptance Test (FAT) Protocol, Installation & Operational Qualification Protocol (IQOQ) and more.



Award Winning Documentation

Omega's User Manuals have received several awards from the Society for Technical Communication for contest entries in technical publication and design. User manuals are customized for each job and contain detailed information, pictures, and instructions specific to each customer's equipment.



Support Materials and Video Library

Omega continually adds and refines its library of support materials, which include instructional and maintenance videos, and operational and changeover job aids.

