

A background image of a call center. A woman with blonde hair is wearing a headset and looking at a computer monitor. Another person is partially visible in the background.

**SMI HELP DESK
NEVER LEAVES
YOU ALONE!**

Since **October 1, 2014** the operators of the **after-sales service dept.** (direct **+39 0345 40255**) and of the **spare parts dept.** (direct **+39 0345 40340**) can be reached by phone:

- *Monday to Friday*: from **07:00** to **19:00** (GMT+1);
- *Saturday*: from **07:00** to **12:00** (GMT+1).

Beyond above indicated office hours, by dialling **+39 0345 40255** you can get help in case of a **technical emergency** as follows:

- *Monday to Friday*: from **19:00** to **22:00** (GMT+1);
- *Saturday*: from **12:00** to **22:00** (GMT+1);
- *Sunday and public holidays*: from **10:00** to **22:00** (GMT+1).

Furthermore, since **October 1** the order processing for spare parts **in stock** is managed as follows:

- orders received from *Monday to Thursday* are processed **by the next day**;
- orders received on *Friday* are processed by **Saturday morning**.

The portfolio of services offered by SMI is continuously growing, in order to be able to quickly and effectively respond to any needs of after-sales support.

For more information, just visit the [Smipass](#) area of our website.

Warmest regards.

Marketing Dept.
SMI S.p.A.