



Excellent Customer Service

Universal Filling Machines has always had a strong customer service ethos, which we feel sets us apart from many of our competitors. As part of our on-going commitment to excellent customer service we regularly survey of all our customers who have taken delivery of new machines every quarter. Below are the latest results covering the last 12 months deliveries - between 1st July 2018 to 30th June 2019. Customers are usually requested to give us feedback after 3 months following delivery/installation and all questionnaire returns up to six months from sending are included.

Our survey asks 15 questions, ranging from our pre-order processes, through lead times, machines delivery, installation and training, to after sales service including response to any problems and how we handled them. Customers are asked to score us across these 15 areas on a 5 star rating scales, with 1 being poor and 5 being excellent.

We use this feedback to continue to improve our customer service, but overall we are delighted with what our customers tell us. A more detail summary of the latest survey is below, but we were particularly pleased that 100% of customers gave us either 5 or 4 stars for being a great company to deal with and 100% of customers would buy from us again (80% giving a 5 star rating here).

Being a quality brand, we never expect to be regarded as the cheapest, but it is great to know that we were given 4.4 stars out of 5 for Value for money. It's reassuring that great service doesn't have to cost the earth! Here is summary of the results, with a more details break down below.

Summary Ratings

Pre-sales Response – 4.5 / 5



Equipment/Delivery/Installation – 4.5 / 5



After Sales Support – 4.6 / 5



Great Company to deal with – 4.7 / 5



Value for money – 4.4 / 5



Would buy from us again – 4.7 / 5



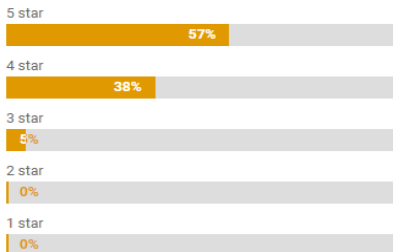
“Thank you Universal Filling Machines and all involved excellent customer satisfaction”

“Excellent service on both occasions that we have done business with Universal, great products at very competitive prices.”

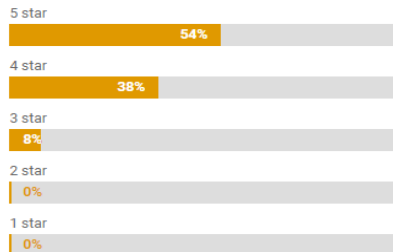
“All round very happy with the service provided & will not hesitate to use again when I require filling machines in the future.”

“A fantastic company, with extremely high build quality & excellent pre and post-sales service. Not the cheapest in the world, but definitely the best, Very strong, robust, well-designed & well-built units.”

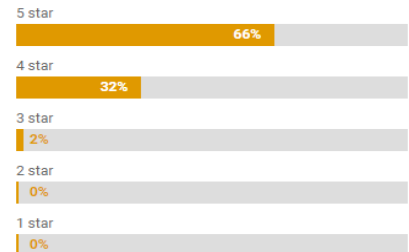
Pre-Sales Response
4.5 out of 5 stars



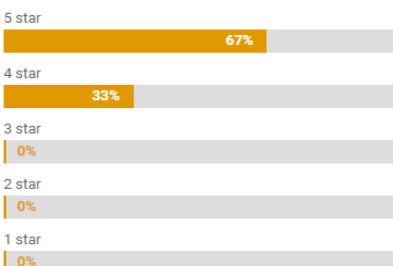
Equipment/Delivery/Installation
4.5 out of 5 stars



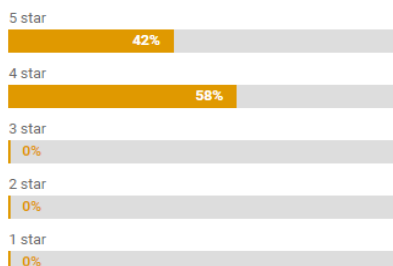
After Sale Support
4.6 out of 5 stars



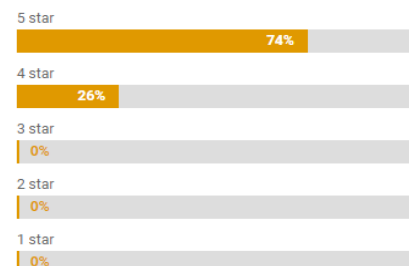
Great Company to deal with
4.7 out of 5 stars



Value for Money
4.4 out of 5 stars



Would Buy from Us Again
4.7 out of 5 stars





Detailed Ratings

Some recent customer testimonials

Avanor Healthcare

"We have three bench top Universal Filling machines that between them, turn out 1/4 million units per year with practically zero downtime - they just keep going. As such, we will continue to work with Universal to supply equipment to meet increase in demand for our products."

Scott Duffy, Managing Director

Gilchrist Technical Services

"I have now been responsible for the purchase of two laboratory filling machines from Universal. I came back for the second one due to the performance of the first one. I am considering similar machines for 2 other projects.

Universal's responses to enquiries are always very prompt and during a recent enquiry I really appreciated the honesty of the salesman who could have sold me equipment which may not have delivered the results that we were looking for. Universal Filling Machines offer some simple yet effective semi-automatic filling machines which can be integrated into start-up production systems. Due to their robust, reliable yet simple design they can be operated with little or no engineering resource."

Alastair Gilchrist, Managing Director

Totally Natural Solutions

"Excellent service in providing a filling machine that performs as expected and is easy to maintain and operate. Both the filler & capper that were purchased had modifications that were necessary for my particular application and both have exceeded my expectations. All round very happy with the service provided and will not

hesitate to use again, when I require filling machines in the future."

Simon Boulden, Operations Manager

International Consumer Goods Company

"Excellent service on both occasions that we have done business with Universal - great products at a very competitive price."

RG, Manager

Whisky Broker

"Universal's machines are great and we are really pleased with the customer service and level of support provided by phone and email from Mark when we needed it. We would definitely buy again."

Martin Armstrong, Director

Colorlord

We purchased a 5 litre volumetric and it has coped with all products we produce to quite a high viscosity. Really pleased with our purchase.

David McCormick, Production Manager

Creative Art Products

"We have found the quality of material and manufacture to be of good quality and have had no hesitation in ordering further machines as and when required."

John Reynard, Managing Director



universal

FILLING MACHINE COMPANY

Health & Beauty Product Manufacturer "I found Universal, to be very helpful and quick to respond to enquiries/advice or trials and would recommend them to other companies for value for money and reliable equipment. A credit to Mike Hollis & all staff at Universal to be always helpful and cooperative towards the customer requirements/service."

KL, Production Manager

Pocket Scents

"As a new start-up business and someone who had never bought any machinery before, this purchase was rather a daunting one. There were cheaper quotes, however, I felt the UFMC's Vacufill was of far superior quality to the other units I was being quoted on. Mark on the customer care team was fantastic and went out his way to provide contact details for various people to help me find out exactly what my business required. The Vacufill itself is a great bit of kit and really is a game changer for any small business looking to expand. My business has went from 100 bottles a day capacity to around 1000 bottles a day and the major reason for that is the Vacufill. Highly recommended"

Matt Wilson, Managing Director

T J Innovations

Universal was recommended to us and the recommendation works perfectly. Fantastic quality and very good value for order a new P5000 machine shortly because we know that Universal are really nice people and have given us fantastic service.

Rachel Howe

Angelone Chemicals and Contract Fillers

UFMC are a great company to deal with. They know exactly what they are doing. They give good sound advice as to individual requirements and job requirements.

Their machines are well designed and they carry out product testing for your equipment to assure it does what it was designed for. Technical advice and guidance for any teething problems is first class. Spare parts are dispatched quickly. I cannot fault them in any way. The equipment we purchased from them is working well and great for our contract filling service we provide to many customers including our own products. My advice give them a call - why look elsewhere when all you need is here!

Tony Angelone, Managing Director

Stafford Seed Oils

"Universal Filling Machine Company have supplied us with a number of machines in the past that have increased our production output 3 fold.

Universal's after sales service, in respect of spare parts, usually deliver next day by courier as most of the spares are off the shelves. In the very unlikely event that your machine should require an engineer visit (as this does happen on any brand of machine) then you're down time is kept to a bare minimum with excellent/stress free service."

Thank you UFMC and all involved with excellent customer satisfaction.

Paul Sharpe, Engineer

Cosmetics Producer

Universal are a lot more expensive than other options available, but as soon as I saw the quality of what they were doing, I was actually happy to pay the difference. Mark Kirby has been brilliant throughout and the help I got from John on my training day was superb, thanks. A fantastic company with extremely high build quality and excellent pre and post-sales service. Not the cheapest in the world, but definitely the best, Very strong, robust, well designed and well-built units.

John T, Owner

The Handmade Soap Company

I just wanted to drop you a short note. It was really a pleasure dealing with your team; Mark Kirby, Steve Brawn and then finally Mandy Spiers on ordering spare parts. The entire experience of working with Universal was very positive.

When I took my first job in cosmetics, more than 25 years ago and fresh out of university, I joined a small company in Devon which only ran Universal machines. I was impressed then by their robustness and reliability and this was one of the reasons I gravitated to Universal this time.

As a company we try to be easy for our customers to deal with. Universal has achieved the same ease of interaction. From our first enquiry to finally placing the order took a long time and a lot of questions from my side, and Mark was particularly patient over the months. It was a pleasure to work with your company and I would not hesitate to recommend Universal as an engineering partner. Thank you for your support.

Sean Monaghan, Head of Operations

Universal Filling Machine Company

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