

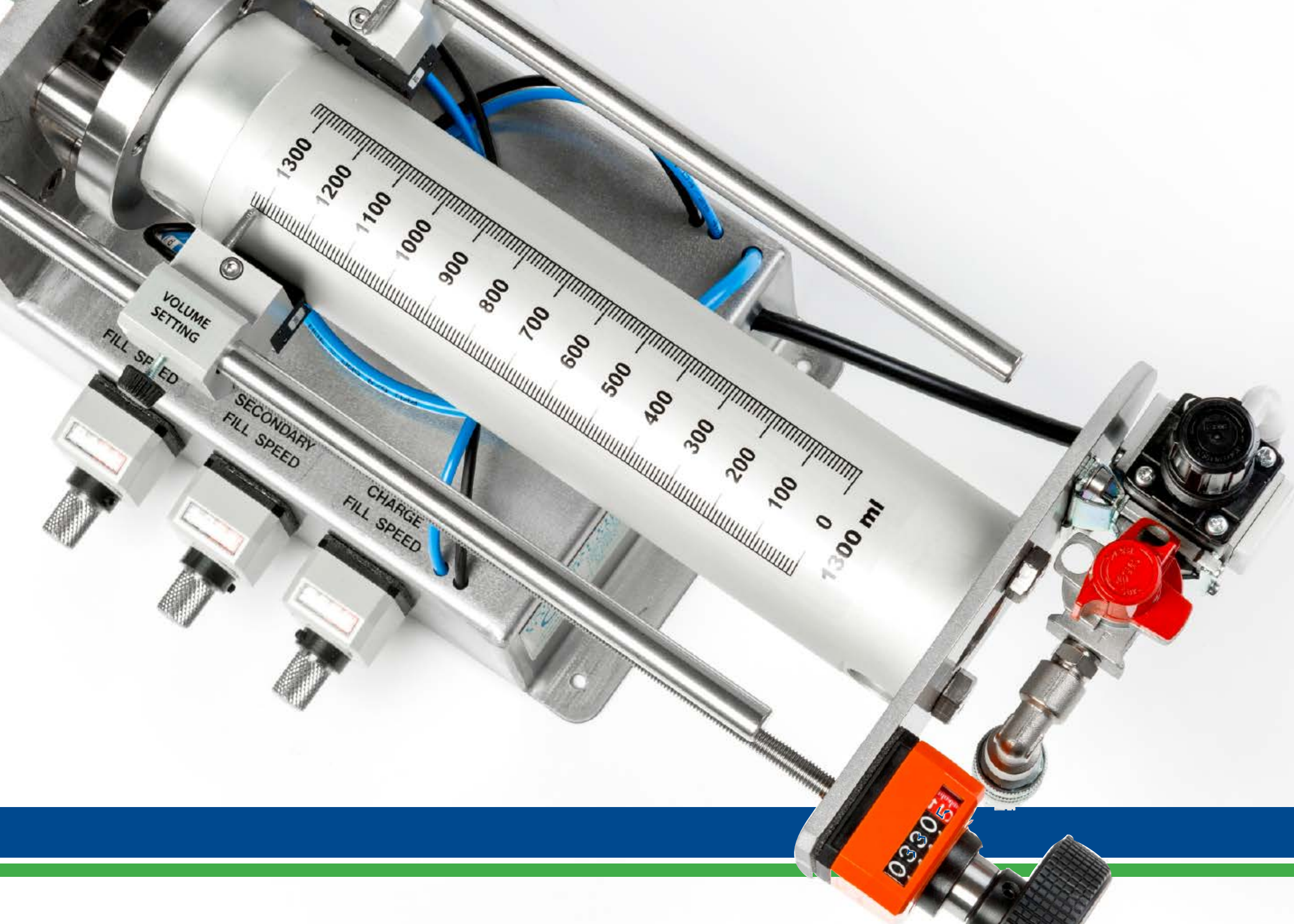


universal
FILLING MACHINE COMPANY

Product Range

Liquid Filling, Capping and Packaging Systems

universalfilling.com



Universal Filling Machine Company

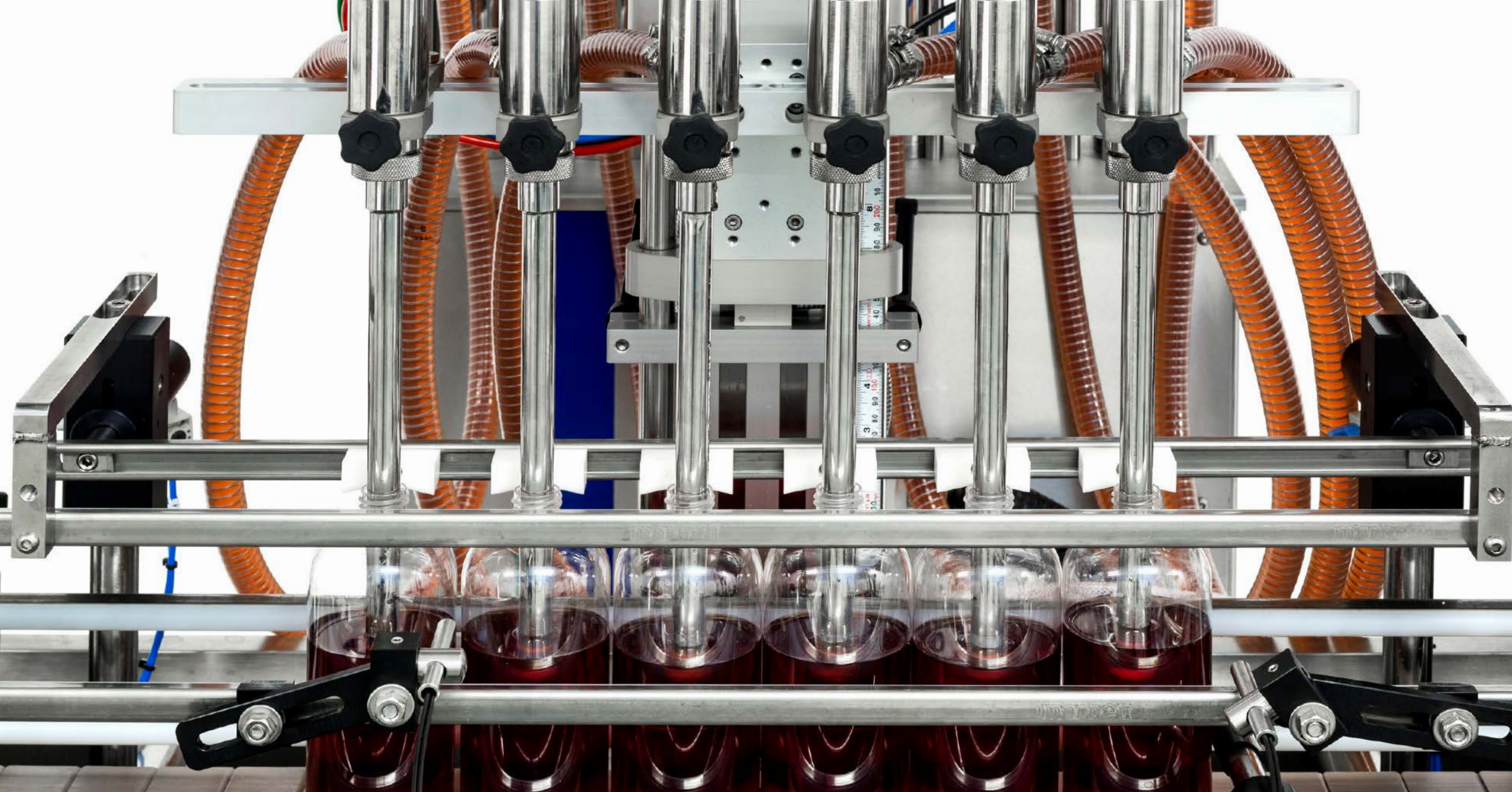
With over 40 years of expertise in liquid packaging solutions and automation, Universal has built a strong reputation for fulfilling customers' needs with high quality, dependable and versatile systems.

Because our equipment is so adaptable, we can tailor our machines to meet your specific needs today while still giving you maximum future proofing as your requirements change. This results in a smoother, more efficient, dynamic and less stressful production environment now and for many years to come.

Over 70% of our new machine sales are to existing customers, and we believe it isn't just the exceptional quality of our machines that keeps our customers coming back to us, but also our commitment to unsurpassed customer service.

At Universal we treat after-sales service with the utmost importance. Our aim is simple; 'to be the best to buy from'.

Our level of service is monitored for continual improvement and a senior Director of the company personally follows up all equipment deliveries to ensure customer satisfaction is achieved.



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Semi-Automatic Filling Systems

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Fully-Automatic Filling Systems

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Excellent Customer Service

Handifill

Manually operated bench-top volumetric filling machine

Ideally suited to small-scale production lines and requiring no power source, Handifill manual filling machines are a great way to improve the accuracy and output consistency for shorter production runs or in laboratory environments.

Handifill is constructed from the same highest-quality materials as our Posifill range; including certified 316 stainless steel contact parts and can be used in the manufacture of food and pharmaceutical products. Suitable for a wide range of liquid viscosities from alcohols and water through to liquid soaps, light creams and gels; Handifill is available in two variants:



Stainless Steel Hopper – for liquids of too high a viscosity to be drawn through a feed pipe, simply swap over to a directly mounted conical hopper using tool-free tri-clamp fittings. Pour or pump the liquid into the hopper and operate the machine as normal, using the handle.

Like all machines from Universal Filling Machine Company, Handifill is an investment and should not be compared to inferior machines bought online at a fraction of the cost.

Anyone comparing such machines with the Handifill will notice a stark contrast in quality, performance, and reliability. The Handifill is manufactured to provide many years of reliable accurate production whilst maintaining a high residual value, not simply discarded as waste. We complement the quality of our machines with a company-wide ethos of outstanding service at every opportunity.

Stainless Steel Feed Pipe – suitable for drawing free-flowing liquids from a barrel at floor level adjacent to the machine. Handifill creates adequate suction to draw liquid, and a simple non-return valve at the end of the feed pipe prevents liquid draining and keeps the machine primed with liquid, ready for the next bottle.



Key Features

- No power supply required
- Simple lever operation
- Faster and more accurate than hand pouring
- Suitable for free flowing liquids, creams and gels
- Food- and pharmaceutical-grade 316 stainless steel contact parts
- Stainless steel feed pipes with non-return valve
- Simple to operate and clean
- Virtually maintenance free
- Tool-free fill volume adjustment
- Rapid product changeovers
- Optimised filling nozzle with fill height adjustment mechanism
- Height-adjustable container support platform
- Heavy duty bench clamp to secure to work surface

Specifications

Fill Volume Range: 5ml to 600ml

Fill Speed: <10/min

Accuracy: +/- 1%

No. Fill Heads: 1

Viscosity Range: free-flowing liquids to thicker creams and gels

Power Requirements: none - hand operated

Dimensions (shipping): 80 x 38 x 72cm

Weight (shipping): 38kg



Options and Extras

- 30ml, 70ml, 250ml or 600ml cylinder sizes
- 18 litre 316 stainless steel hopper for filling creams and gels
- Range of nozzles to provide clean, fast drip free filling
- Wide range of hose and seal materials to suit almost any liquid

Posifill EF

Semi-automatic bench-top volumetric filling machine

“Probably the most versatile filling machine in the world.” If you wish to fill liquids into bottles or containers of any size and shape, the Posifill is the solution.

The Posifill name has become synonymous with single-head, bench-mounted filling machines throughout the industry, much the same as Hoover did with vacuum cleaners. After almost 50 years in production, Universal Filling Machine Company have sold thousands of Posifill machines to customers around the world. We often service machines which are 40 years old and still going strong, while some customers are surprised - and delighted - that we still stock the parts for next day delivery.

All metal contact parts are manufactured from 316 stainless-steel. Seals and hoses are available in a variety of materials to optimise compatibility with most liquids. Our team of experts are ready to advise on the ideal configuration for your requirements. Certification for all contact materials can be supplied.

Outputs – Posifill is capable of up to 60 cycles per minute when connected to an automated system. Machine operators with good hand eye co-ordination have been known to fill pots of cosmetic creams at 40 units per minute. Output speeds are influenced by liquid type, container type and fill volume. That said, Posifill is still one of the fastest, most accurate filling machines of its’ type available.

Volume Range – As standard, Posifill is available with a choice of interchangeable cylinder and piston sizes to give fill volumes of between 5ml and 1,250ml. Two further models are also available to cater for even larger fill volumes:
Posifill EF2500 – 250ml – 2,500ml
Posifill EF5000 – 500ml – 5,000ml

Viscosity – The standard Posifill is built with a Ball and Spring valve system which can handle liquids ranging from water and free flowing alcohols through to liquid soaps, light creams, and gels.

Optionally, the standard Ball and Spring valve can be upgraded to a pneumatically-operated Rotary Valve which can handle free flowing liquids through to high-viscosity creams and pastes including liquids containing solids such as jams and chutneys.

Even higher viscosities can be dispensed using our specially developed Depositor Nozzle and Valve Block which is ideal for heavy, sticky liquids such as syrups or adhesives.



Key Features

- Suitable for filling liquids, creams, gels, liquids containing particles, sauces and chutneys
- Small footprint for simple bench mounting
- Quick release nozzle and feed pipe
- Pneumatic operation suitable for hazardous areas or wash-down facilities
- Future expandability – can be linked together and incorporated into fully automatic machine

Specifications

Fill Volume Range: 5ml - 1,000ml / 250ml - 2,500ml / 500ml - 5,000ml

Fill Speed: <30/min

Accuracy: +/- 0.5%

No. Fill Heads: 1

Viscosity Range: free-flowing liquids to thicker creams, gels, liquids containing particles, sauces and chutneys

Power Requirements: compressed air

Dimensions (shipping): 123 x 43 x 38cm

Weight (shipping): 50-70kg

Options and Extras

- Pneumatic shut-off nozzles for drip free filling
- Short stroke diving nozzle (ideal for filling cream pots)
- Spinning table (spins larger cream pots during filling to remove voids)
- Full diving nozzle (bottom-up filling, ideal for foamy liquids)
- Heating system for hot filling (ideal for candles, petroleum jelly)
- Overhead hoppers and level control systems
- Portable stainless-steel trolleys



Vacuum Level Filling

Semi-automatic vacuum level filling systems

Vacuum Level Filling is a surprisingly simple filling technology and is ideal for filling free-flowing liquids into glass, metal or rigid plastic containers.

Vacuum level filling is widely used with wines, spirits, edible oils, perfumes and fragrances, and is ideal for:

- Low viscosity liquids of up to approximately 90 centipoise, or the consistency of olive oil, for example.
- Bottles which are rigid enough to withstand a vacuum without collapsing, such as glass, metal or rigid plastic bottles.

Visually all bottles appear to be filled to exactly the same level - due to the manufacturing process, glass bottles have notoriously inconsistent wall and base thicknesses, making their internal volumes vary.

Vacuum filling overcomes this by filling all bottles to a consistent height.

No moving parts – Our Vacufill and Easifill semi-automatic vacuum level filling machines contain no moving parts, making them easy to clean and simple to maintain while offering a significant cost saving over other filling methods.

Fill any bottle size – The size of bottle is only constrained by whether it will fit within the machine. Filling starts automatically, as soon as the bottle is positioned and continues to draw liquid until the correct fill level is achieved, upon which, the bottle can be removed and replaced by the operator. Excess liquid is drawn into a glass overflow jar which can then be reused.

We have some customers who fill 1 ml perfume samples, and others who fill 1.5 litre bottles of gin using the Vacufill and Easifill machines.



Key Features

- Low maintenance – no moving parts on vacuum inducer model
- No container – no fill, for zero spillages
- Drip-free filling
- Fills to a repeatable fill level for visual presentation
- Simple tool-free speed and fill adjustment
- Food and pharmaceutical quality stainless steel contact parts
- Stainless steel feed pipes with non-return valves for drawing liquid from floor level supply vessel

Specifications

Fill Volume Range: 0-500ml (typical)

Fill Speed: <40/min

Accuracy: +/- 0.5mm

Viscosity Range: free-flowing liquids

Power Requirements: compressed air/electric vacuum pump

Dimensions (shipping): Vacufill: 87 x 46 x 79cm / Easifill: 70 x 76 x 172cm

Weight (shipping): Vacufill: 18kg / Easifill: 60kg

Options and Extras

- Vacufill – 1 or 2 filling heads
- Vacufill and Easifill – Electrically powered vacuum pump
- Vacufill – Portable trolley
- Easifill – 2, 3, 4, 5 or 6 filling heads
- Easifill – Automatic Overflow return
- Easifill – Low level break tank and level control



Posifill V-Twin/Four

Semi-automatic floor-standing volumetric filling machine

For production speeds beyond those of the single head Posifill EF, its bigger sibling, the Posifill Vertical Twin Head machine is the obvious next step on the ladder.

Built using the same high-quality contact parts as the smaller Posifill EF, the Posifill V Twin has the same versatility and accuracy but with two filling heads neatly packaged into a single portable frame. Two bottles fill simultaneously with both filling heads connected to a single air cylinder. Both filling heads are perfectly balanced to each other, and a single adjustment sets both.

Ready to be automated – The Posifill V Twin's chassis is designed to accommodate up to four filling heads and whilst we do have some clients using a four head semi-automatic machine, in many cases operators are unable to keep up with such a productive machine and choose to automate it with the addition of our Posimatic EV automatic bottle handling module.

All metal contact parts are manufactured in 316 stainless steel and seals and hoses can be supplied in various materials to ensure compatibility with most liquids. Full certification for all contact materials can be supplied.

Filling Volumes – The Posifill V Twin is available with a range of interchangeable cylinder and piston sizes, giving the following volume ranges:

- 5-50ml
- 10-100ml
- 25-250ml
- 50-500ml
- 100-1000ml

Viscosity – The standard Posifill V Twin is built with a Ball and Spring metering valve system which can handle liquids ranging from water and free flowing alcohols through to liquid soaps, light creams, and gels.

The optional pneumatically operated Rotary Valve which can handle free flowing liquids through to high-viscosity creams and pastes including liquids containing solids such as jams and chutneys.

The Posifill V Twin/Four volumetric filling machine is built to last using the highest quality materials and components to meet the demanding requirements of modern industrial users.

Using FDA approved materials and built to food and pharmaceutical quality, the Posifill is also popular in chemical, oils, inks, paints and solvents industries.



Key Features

- 2 or 4 filling heads
- Full mobility for easy re-location
- Pneumatic operation suitable for hazardous areas or wash-down facilities
- Pneumatic rotary valve option for thicker liquids
- Two speed fill and Auto-flushing/Auto-run controls
- Can be modified to form the filling chassis of a fully automatic filling machine
- Suitable for filling liquids, creams and gels
- Small footprint
- Quick release nozzle and feed pipe
- Future expandability – can be linked together and incorporated into fully automatic machine

Specifications

Fill Volume Range: 5ml – 1,300ml

Fill Speed: <30/min

Accuracy: +/- 0.5%

No. Fill Heads: 2 or 4

Power Requirements: compressed air

Dimensions (shipping): 178 x 87 x 87cm

Weight (shipping): 194kg

Options and Extras

- Pneumatic shut off nozzles for drip free filling
- Short stroke diving nozzle (filling cream pots)
- Full diving nozzle (bottom-up filling foamy liquids)
- Heating system for hot filling (candles, petroleum jelly)
- Overhead hoppers and level control systems



P5000 and PB5000

Semi-automatic floor-standing volumetric filling machines

For filling 5 litre containers and over, Universal offer the P5000 and PB5000 volumetric filling machines.

Standard machines are commonly used for filling containers from 500ml up to 5 litres. This range can be extended by adding the optional multi-dose counter and wander nozzle.

Featuring vertically mounted cylinders on a portable chassis gives them the smallest footprint and convenience of being able to wheel in and out of production areas when required.

The P5000 is manufactured with 316 stainless steel contact parts and is suitable for filling most liquids apart from Acids and Alkaline products such as bleaches which can corrode stainless steel.

The PB5000 can be supplied in two versions:

- Glass and PVC – suitable for acids and alkaline products (not suitable for solvents)
- Stainless steel – only suitable for low viscosity liquids.



Key Features

- Custom made nozzle for optimum filling efficiency
- Flushing facility for easy cleaning
- Small footprint portable chassis that can be wheeled into position in any production area
- Simple manual adjustments for changing speed and fill volume
- Pneumatic operation suitable for hazardous areas or wash-down facilities
- Future expandability – can be linked together and incorporated into fully automatic machine

Options and Extras

	P5000	PB5000 Stainless Steel	PB5000 Glass and PVC
Single head version available	Yes	Yes	Yes
Twin head version available	Yes	Yes	Yes
Height adjustable container platform	Yes	No	No
Stainless steel chassis	Yes	No	No
Full Diving Nozzle	Yes	Optional	Optional
Multi-dose counter	Optional	Optional	Optional
Wander nozzle	Optional	Optional	Optional
Numerical counters on speed adjusters	Optional	Optional	Optional
Handwheel volume adjustment	Yes	No	No
Numerical counter on volume adjustment	Yes	No	No
Sliding volume adjustment mechanism	No	Yes	Yes
Secondary speed adjustment	Yes	Optional	Optional
Suitable for filling solvents	Yes	No	No
Suitable for filling acids and alkaline (Bleach)	No	No	Yes
Minimum fill volume	250ml	500ml	500ml
Maximum Fill Volume (single cycle)	5,500ml	5,200ml	5,200ml
Maximum Viscosity	30,000 cP	1000 cP	500 cP
Output – 1 head - water into 5 litre container	6 bpm	5bpm	5bpm
Output – 2 head - water into 5 litre container	10 bpm	8bpm	8bpm

Specifications

Accuracy: +/- 0.5%

No. Fill Heads: 1 or 2

Viscosity Range: free-flowing liquids to thicker creams and gels

Power Requirements: compressed air

Dimensions (shipping): 91 x 81 x 214cm

Weight (shipping): 194kg



Posimatic EV

Fully-automatic volumetric filling system

The Posimatic EV is one of the most flexible automated filling systems available.

By separating the filling system (Rear Filling Chassis) from the bottle handling and control module (Bottle Handling Module) you can combine any or all of Universal's filling technologies into one single machine.

The machine could be filling ketchup using a Posimatic EV1000 six head volumetric chassis and then changed to fill balsamic vinegar using a Posivac rear filling chassis. We have on several occasions combined the two machines to fill olive oil on six filling heads and then balsamic vinegar on a second set of filling heads.

Alternatively, you may wish to fill 5 Litre screen wash or Adblue on a machine with fitted with six five litre filling pumps and then switch the rear chassis to fill 100ml chain lube.

Some clients purchase more than one set of filling pumps so that they can reduce changeover times to only minutes by cleaning offline (switching out a used pump for one that has been cleaned). This is also commonly used in the paint and ink industries who often use separate chassis for different colours.



These are only a few of the real-world applications where our customers benefit from this very flexible filling system.

Bespoke solutions for our customers

Whilst the Posimatic EV Automatic Bottle Handling Module is available in two standard sizes (1.0m wide guard and 1.6m wide guard) Universal can manufacture these machines to suit almost any requirement. We have extended beyond 1.6m to fill 1.5 litre bottles of Gin 12 at a time and we have manufactured smaller units where production space is restricted. We design and manufacture all machines in house so we can accommodate individual customer requirements.



Posimatic EV1000 Rear Filling Chassis

Suitable for filling almost any liquid from 5ml up to 1000ml in a single cycle. Available with 2, 4 or 6 filling heads per chassis the system allows up to chassis to be connected at the same time to allow 8 or 12 head filling with output speeds up to 120 bottles per minute.

Posimatic EV2500 Rear Filling Chassis

Suitable for filling almost any liquid from 100ml up to 2.5 litres in a single cycle. Available with 2 or 4 filling heads per chassis the system allows up to two chassis to be connected at the same time to allow 6 or 8 head filling with output speeds up to 60 bottles per minute.



POSIMATIC EV5000 Rear Filling Chassis

Suitable for filling almost any liquid from 250ml up to 5 litres in a single cycle. Available with 2 filling heads per chassis the system allows up to three chassis to be connected at the same time to allow 6 head filling with output speeds up to 40 bottles per minute.

Posivac Rear Filling Chassis

Suitable for filling free flowing liquids such as perfumes, oils, wines and spirits into ridged glass, plastic or metal bottles, the POSIVAC vacuum level filling system has a typical fill range from 1 ml up to 1.5 litres. The Posivac is available from 2 to 12 filling heads with output speeds up to 80 bottles per minute.

Key Features

- Highly productive liquid filling system
- In-line format eliminates need for expensive change parts
- Digitised settings control for rapid and accurate changeovers
- Ergonomically designed for easy access for rapid changeovers and cleaning
- Fully adjustable dive unit for neck entry or bottom-up filling
- No container/no fill system
- Suitable for handling a wide range of container shapes and sizes
- Simple to use and maintain
- Food and pharmaceutical quality stainless steel contact parts

Specifications

Fill Volume Range: 5ml to 5,000ml

Fill Speed: <120/min

Accuracy: +/- 0.5%

No. Fill Heads: 2, 4, 6, 8 or 12

Viscosity Range: liquids, semi-liquids and liquids with particulates

Power Requirements: electricity and compressed air

Automatic Capping and Closing Machines

Screw Capping Machines including Trigger Spray and Handpump tightening



Universal In-Line Belt Capper

The Universal In-Line Belt Capper is truly one of the most versatile capping systems available for tightening a huge range of pre-threaded closures at speeds of up to 60 bottles per minute.

Changeovers are completely tool free and take only a couple of minutes to go from a 15ml small glass bottle up to a 5 litre jerry can without the need for change-parts. All machine adjustments are fitted with numerical indicators making it easy to change over from one product to another with simple repeatable machine settings.

The Belt Capper is also suitable for trigger sprays and handpumps which can be aligned with the bottle with the use of simple guidance system.

The belt capper can be supplied with automatic cap feeding and placing systems as well as missing cap and reject systems if required.

Posicap, Posicrimp, Posipress and ROPP

Simple cap head height adjustment and quick change jaws facilitate quick product changeovers, reducing downtime to a minimum. The Posicap machine operates at a lower speed than the In-Line Belt Capper but can be supplied with different capping heads depending on the application:

- Screw Capping
- ROPP Capping
- Crimping
- Press-on and T-Corking

The Posicap can also be supplied with automatic cap feeding and placing systems as well as missing cap and reject systems if required.



Capping and Closing Machines

Screw Capping Machines including Trigger Spray and Handpump tightening



Hand Capper

Simple hand-held tool that has been adapted for tightening pre-threaded screw caps. A wide range of cap sizes can be tightened using interchangeable capping shells which have rubber inserts. Spring return and anti-RSI support stand options are available to make the cap tightening task as simple as possible for the operator.



Swanmatic

Bench mounted semi-automatic cap tightening machine suitable for pre threaded caps. A wide range of cap sizes can be tightened using interchangeable capping shells which have rubber inserts. Continuous and single cycle versions are available as well as electrically or pneumatically operated powered options.



Coven Crimping Machines

Simple manual and semi-automatic crimping machines suitable for glass bottles and aluminium aerosol can crimping. These machines are ideal for small to medium scale production of perfumes and fragrances.



ROPP Capping Machines

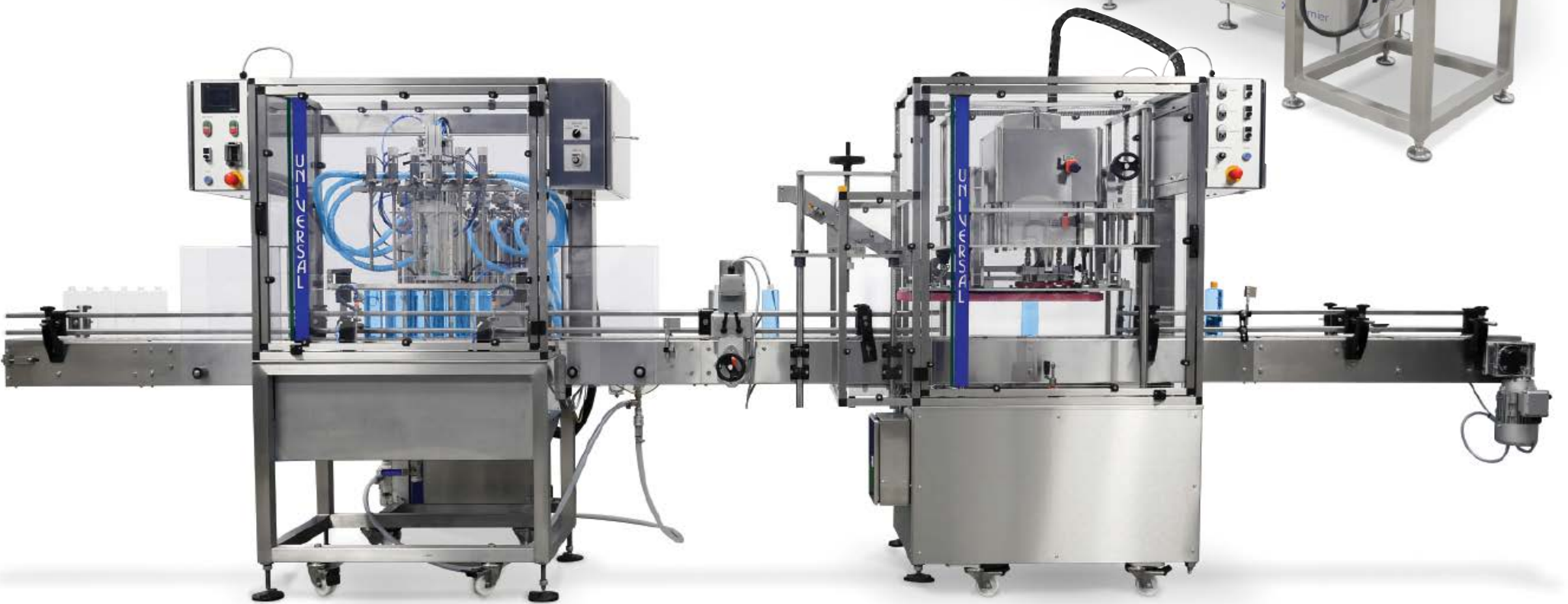
Robust bench mounted capping machine for applying ROPP (roll-on-pilfer-proof) caps to bottles. A wide range of bottle and cap sizes can be handled as the unit is supplied with a fully adjustable bottle platform and interchangeable capping heads are available. Two button start for safe operation.

Turn-key lines and associated equipment

Systems to automate the entire packaging process

Working with only the best suppliers and manufacturers of packaging and processing equipment we can provide customers with a single point of contact for turnkey production lines.

Maybe you do not have the time and/or knowledge to manage the entire project yourself or you wish to take the stress out of the process, Universal's engineers have hundreds of years of combined experience to call upon. We can also just make sure that our machine will integrate seamlessly with existing or other equipment that you are dealing with yourself.



Turn-key lines and associated equipment

Systems to automate the entire packaging process



Puck Filling Lines and Automatic De-Pucking

For handling tottle bottles (bottles which cannot stand on their base, such as some shower gels, honey, syrups) pucks are essential to allow the bottle to stand up during filling and capping operations.

However more and more people are realising that using pucks on standard bottles has the added benefit of reducing changeover times by removing the need to adjust machinery between one bottle size and another whilst improving container handling by providing a more stable base for bottles.

Bottles can be placed into the puck by hand or machine and then once the cap has been applied removed by hand or using one of Universal automatic de-pucking machines.

Filled and capped bottles then continue down the line for labelling or shrink sleeving, whilst the empty puck is returned to the start of the line using a puck return conveyor system.



Conveyors

Universal manufacture conveyors of all shapes and sizes. Our systems are modular which means that they are easily changed to suit almost any size production facility.



Bottle Feeding

From simple rotary feeding and collecting tables (Lazy Susan as some call them) through to fully automatic sorting and feeding.



Bottle Blowing and Rinsing

From semi-automatic machines where an operator pushes the bottle over a nozzle which blows clean air and provides vacuum extraction to collect any particles, through to fully automatic systems running at up to 120 bottles per minute.



Labelling and Sleeving

Working alongside the best UK manufacturers and suppliers with unrivalled knowledge of labelling and sleeving process.



Printing

Printing date and batch information onto labels or directly to the bottles including Bar and QR Codes if required.

Key Facts and Figures

For further details about specific configurations, capacities and outputs, please talk to our sales team.



Machine	Handifil	Posifill EF	Posifil EF2500	Posifil DP	Posifil V Twin/ Four	PB5000	P5000	Vacufil	Easifil	Posimatic EV1000	Posimatic EV5000	Posivac
Scale	Bench-top	Bench-top	Bench-top	Bench-top	Mobile	Mobile	Mobile	Bench-top	Mobile	Sited	Sited	Sited
Operation	Manual	Semi Automatic	Semi Automatic	Semi Automatic	Semi Automatic	Semi Automatic	Semi Automatic	Semi Automatic	Semi Automatic	Automatic	Automatic	Automatic
Fill Method	Volumetric	Volumetric	Volumetric	Volumetric	Volumetric	Volumetric	Volumetric	Vacuum Level	Vacuum Level	Volumetric	Volumetric	Vacuum Level
Valve Block	Ball and Spring	Ball and Spring or Rotary Valve	Ball and Spring or Rotary Valve	Rotary Valve	Ball and Spring or Rotary Valve	Rotary Valve	Rotary Valve	N/A	N/A	Ball and Spring	Pneumatic Rotary Valve	N/A
Supply options	Feed Pipe or Hopper	Feed Pipe or Hopper	Feed Pipe or Hopper	Hopper	Feed Pipes	Feed Pipes	Feed Pipes	Feed Pipes	Feed Pipes	Feed Pipes or Hopper	Feed Pipes or Hopper	Feed Pipes
Fill range	10ml-600ml	5ml-1,300ml	200ml-2,500ml	10-100ml or 250-2,500ml	5ml-1,300ml	500ml-10,000ml	250ml-5,000ml	10ml-500ml	10ml-500ml	5ml-1,300ml	250ml-5,000ml	2ml-1,500ml
Max. Bottles/Minute	15	30	30	30	40	20	15	40	40	100	100	120
No. Filling Heads	1	1	1	1	2 or 4	1 or 2	1 or 2	1 or 2	2, 4 or 6	2, 4, 6, 8 or 12	2, 4, 6, or 8	2-12
Viscosity	Free flowing liquids to creams and gels	Free flowing liquids to creams and gels	Free flowing liquids to creams and gels	High-Viscosity food products - chutneys, jams etc.	Free flowing liquids to creams and gels	Free flowing liquids to creams and gels	Thicker liquids and liquids with particulates	Free Flowing Liquids	Free Flowing Liquids	liquids, semi-liquids and liquids with particulates	liquids, semi-liquids and liquids with particulates	Free Flowing Liquids
Accuracy	+/-1%	+/-0.5%	+/-0.5%	+/-0.5%	+/-0.5%	+/-0.5%	+/-0.5%	+/-0.5mm	+/-0.5mm	+/-0.5%	+/-0.5%	+/-0.5mm
Multi-Dose Option?	No	Yes	Yes	Yes	Yes	Yes	Yes	N/A	N/A	Yes	Yes	N/A
Power Source	Hand	Pneumatic	Pneumatic	Pneumatic	Pneumatic	Pneumatic	Pneumatic	*Pneumatic	*Pneumatic	Pneumatic and Electric	Pneumatic and Electric	Pneumatic and Electric

*Electric Vacuum Pump available as an option

Excellent Customer Service

It takes more than a top-quality product to be considered the best.

Universal Filling Machine Company has always had a strong customer service ethos. We know the quality of our products, combined with our commitment to outstanding customer service sets us apart from the competition.

As part of our on-going commitment to excellent customer service, all of our customers who have recently taken delivery of a new machine are contacted by a senior Director for their feedback.

We ask 15 questions, covering pre-sales, ordering, delivery, installation and product performance. Customers rate us on each question, from 1-5 stars.

We use this feedback to continually improve our customer service, develop our products and company as a whole. That said, we are delighted with what our customers tell us.

Being a high-quality brand, we never expect to be regarded as the ‘cheapest’, yet the overwhelming consensus from our customers is that our machines represent fantastic value for money.

We publish all of our Customer Satisfaction Survey survey results on our website: [universalfilling.com/customer-feedback](https://www.universalfilling.com/customer-feedback), along with real-world testimonials from our customers and the scores they gave us.

Over 70% of our new machine sales are to existing customers.

“Universal was recommended to us and the recommendation was spot on.

One machine is now 22 years old and still works perfectly. Fantastic quality and very good value for money and will be ordering again for soon.

We are looking to order a new P5000 machine shortly because we know that we can expect the very best performance from the machine. Universal

are really nice people and have given us fantastic after sales on advice

and minor problems - thank you.”

– Dale Eames, Production Manager, Vitax Limited



universal
FILLING MACHINE COMPANY

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