



NICOMATIC



HARSH
ENVIRONMENT



STRONG
INNOVATION



CUSTOMER
SATISFACTION

Nicomatic services (2020/09/29 07:18:25am)

Shortly times & outstanding product quality maximize customer satisfaction. Nicomatic have a range of services designed to provide:

- time saving
- responsiveness
- reliable answer

Sales & Online Services

- Short lead-time: 1 week free express services

(check with Nicomatic site & check your product P/N, SwitchAir domes & [Crimflex](#) connectors in 90% of cases on stock, [CMM](#) 100 to 320 series in 1 week)

- Premium service: to reduce our lead-time < 1 week
- My Nicomatic free membership: get 2D/3D drawings for in 72 hours - no charge! (a large number of 2D drawings is available instantly by click)

Use:

- a product P/N configurator and click on the request button (eg. CMM connectors)
- Or the product technical database if you already know your P/N(s). Multiple requests are possible

Good to know: In most cases 2D drawings are readily available. If a pdf icon is displayed, you just need to click on it to open the file.

- To fully use our services, please register first, for free.
- Products trial: Fast sampling and prototyping
- Build your P/N and click on the sample request button.
- Free sample kits: ask your usual Nicomatic sales contact

Support Services

- **customsolution@nicomatic.fr:** Specific product design - reply in under 5 days
- Technical & sales support for all your custom designs: feasibility study, quote, drawing,

engineer to engineer direct contact

- Fast & reliable technical support - Please fill a contact form and we will answer all standard product ranges questions < 48 hours.
- **quality@nicomatic.fr:** Dedicated quality service - the service has been set up to direct all quality requests, eg. Material certificate copy, plating, conformity, customer claim etc. You can also view our quality FAQs online and read our quality policy.

A technical FAQ is also available. The reply you are looking for could already be online. Have a look!