

# FACCIN RSM



A NEW WAY TO CONNECT WITH OUR SERVICE TEAM

# What is it?

The Remote Service Management is a portal that helps us connect with our customers' machines and where they can find documents and information about their machines.

Once you have successfully registered you will get in return full-service benefits on your installed machine/s.

The following services are available: Quick service request (QSR), documentation, machine history, contacts and much more.

# How to reach the RSM page?

Using the nameplate on the machine or the one here on the right

When your new machine or spare parts arrive, you will find a nameplate or sticker attached to them, like the one on the left.

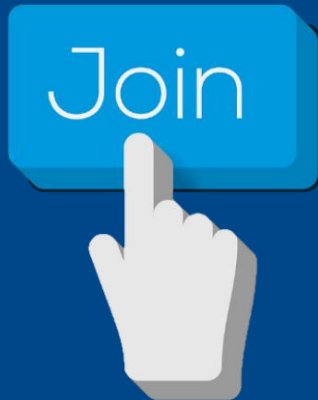
All you need to do is scan the QR code with your mobile phone and the registration page/access to the service will open.

Using the direct link: <https://rsm.faccin.com/welcome>



# How to log in?

If you are not yet registered, just click on JOIN FOR FREE and follow the instructions



If you are already registered, just click on login, type your email address and password, and click on the second LOGIN

If you prefer, scrolling down the contact details of our Global HQ and two branches are displayed. By clicking you will be redirected to us.



Welcome to  
RSM  
Remote Service Management

FACCIN    ROUNDO    BOLDRINI

Login

Not registered yet? JOIN FOR FREE

Quick service request

More info

FACCIN GROUP

service@faccin.com

.....

Remember me      Forget Password ?

Login

FACCIN USA, INC.  
+1 813.664.8884  
service@faccinusa.com

FACCIN S.p.A. - Global HQ Italy  
+39 030 67 29 350  
service@faccin.com

FACCIN GmbH  
+49 2324/3 8793 50  
service@faccin-gmbh.de

BEFORE

FACCIN ROUNDO BOLDRINI

First name

Last name


Company

Email

Machinery serial number

Phone number

Machinery installation location

Non sono un robot  reCAPTCHA  
Privacy - Termini

I read and agree to the disclosure concerning the Processing of Personal Data pursuant to EU Regulation 2016/679 art. 13 and 14. [View privacy policy](#)

## How to fill out the registration form

Fill out all the information as the example on the right.

### Important:

- Your Faccin machine has a 4 digits serial number.
- Your Roundo machine has a 5 digits serial number.
- Your Boldrini machine has a 5 digits serial number.

AFTER

FACCIN ROUNDO BOLDRINI

Service

Team


Faccin Group

Service@faccin.com

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United States

Non sono un robot  reCAPTCHA  
Privacy - Termini

I read and agree to the disclosure concerning the Processing of Personal Data pursuant to EU Regulation 2016/679 art. 13 and 14. [View privacy policy](#)

**Activation will take place within 48-72 hours of submission**

## Machinery

Choose your machine ▾



Dashboard



Machinery information



Remote view



Documents



Capacity planner



Warranty lookup



Machinery data



Users management

All machineries

Search: 

+ New machinery

Hide map



Machinery	Model	Brand	RSM License	RSM License expiration	Connection status
<input type="checkbox"/> Machine serial number	Machine model	Faccin	inactive	No license	↓
<input type="checkbox"/> Machine serial number	Machine model	Faccin	inactive	30/03/2027	↓
<input type="checkbox"/>		Faccin	inactive	No license	↓
<input type="checkbox"/>		Faccin	inactive	30/03/2027	↓
<input type="checkbox"/>		Faccin	inactive	30/03/2027	↓

*Once your account has been activated and you login you will see a page like the one above.*

Machinery

▼



Dashboard



Machinery information



Remote view



Documents



Capacity planner



Warranty lookup



Machinery data

## Documents

CNC.3333



.pdf



Faccin letter



H .pdf



Main parts catalogues



Manuale



Manuale



Manuale



SERVICE.zip

*Within 48/72 hours from your registration, our Service Team will upload the documents and files related to your machine in the “Documents” folder.*

Machinery

Dashboard

Machinery information

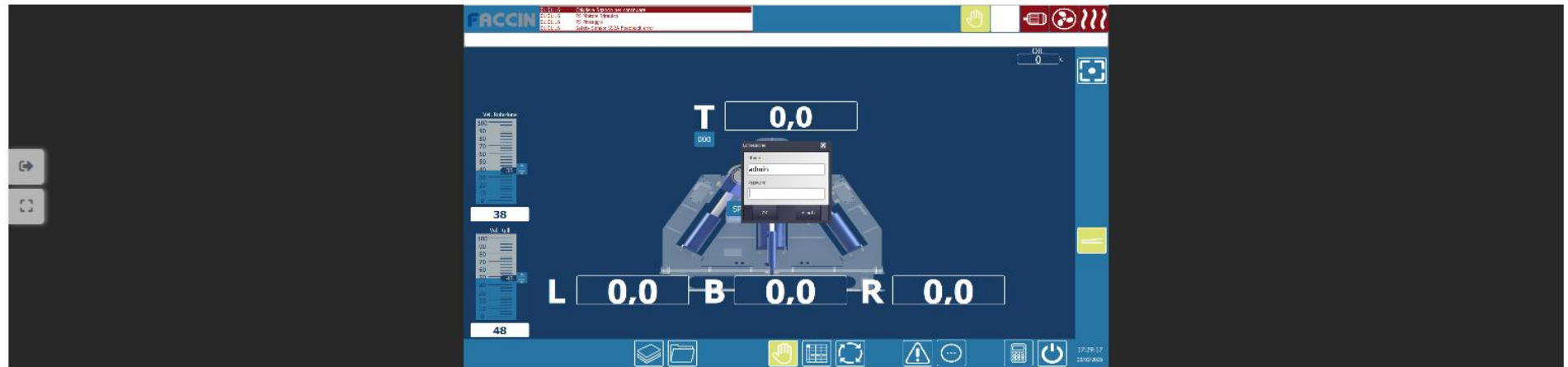
Remote view

Documents

Capacity planner

Warranty lookup

## Remote View



*In “Remote view” section it is possible to see the screen of the machine (read only mode)*

R

### Contact us ×

Contact reason\*:

Machinery:

Request details:

Attachments:  Nessun file selezionato

TA.

*Clicking on “Contact us” the customers can send a request directly to service department, to not use emails or anything else*

*All the other services are available upon request.*



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FACCIN    ROUNDO    BOLDRINI

Login

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Quick service request

More info

FACCIN GROUP

Remote Service Management  
Service Request

FACCIN    ROUNDO    BOLDRINI

Country flags: Italy, UK, Germany

Faccin Branch\*  
Select branch

Company name\*  
[Text input]

Company address\*  
[Text input]

Contact name\*  
[Text input]

Email\*  
[Text input]

Contact person title/position\*  
[Text input]

Phone number  
[Text input]

Machine serial number/picture\*  
Scegli file Nessun file selezionato

Brand  
Select brand

Machine model  
[Text input]

Brief/describe the issue\*  
[Text area]

Machine down  Yes  No

Service request\*

*Returning to the Home Page, you can also send us a complete request clicking on Quick service request and filling the Form we prepared for you with a lot of useful fields*



Thank you for your attention, we hope this guide will help you to connect with us easily!

**FACCIN**

**ROUND** 

**BOLDRINI**

Thank You

