

NEW APP
NUOVA APP

Lemi[®]
ITALIAN WELLNESS EQUIPMENT



MY LEMI
THE DIGITAL EVOLUTION OF PROFESSIONAL WELLNESS
L'EVOLUZIONE DIGITALE DEL BENESSERE PROFESSIONALE

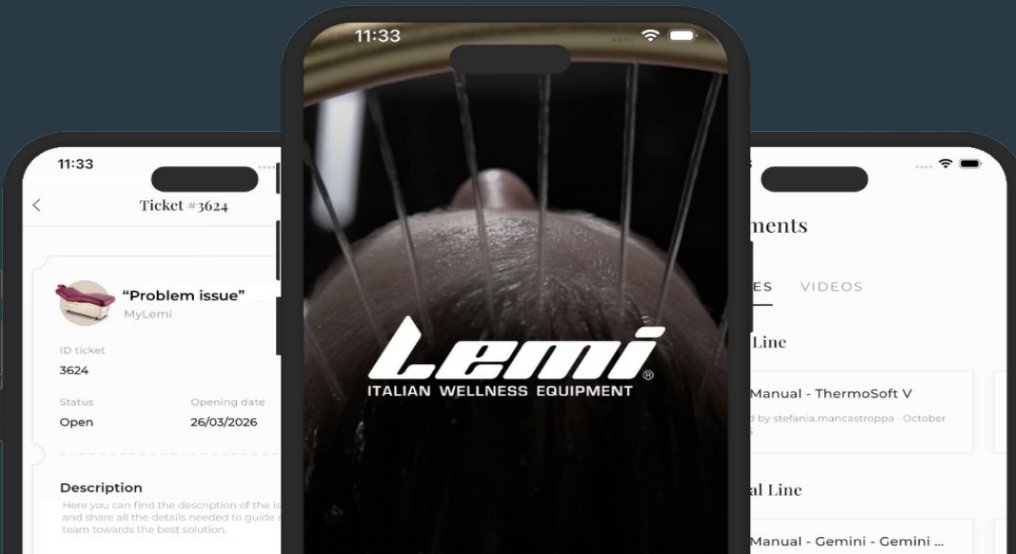
Designed for spas, beauty centers, clinics and wellness professionals, My LEMI transforms the management of service and products into a smooth, guided and intuitive journey. Every function is conceived to reduce complexity and optimize time, offering a clear and structured experience that supports operators in every phase of their work.

Pensata per spa, centri estetici, cliniche e professionisti del benessere, My LEMI trasforma la gestione di servizi e prodotti in un percorso semplice, guidato e intuitivo. Ogni funzione è progettata per ridurre la complessità e ottimizzare i tempi, offrendo un'esperienza chiara e strutturata che accompagna l'operatore in ogni fase del lavoro.



NEW 2026

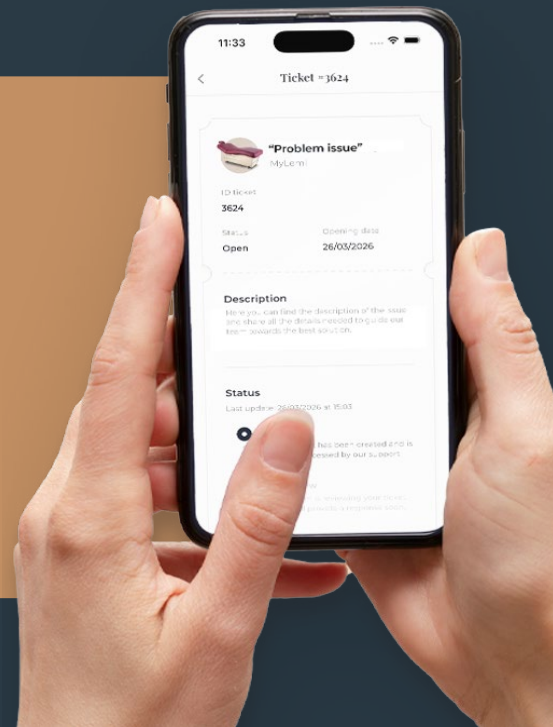
A NEW WAY TO
FEEL SUPPORTED, EVERY DAY.
UN NUOVO MODO DI SENTIRSI
SUPPORTATI, OGNI GIORNO.



SMART SUPPORT, ALWAYS WITH YOU SUPPORTO INTELLIGENTE, SEMPRE CON TE

With My LEMI, assistance becomes faster and more transparent. Open tickets in seconds, track every update in real time, and communicate directly with our dedicated team. Each request is organized, accessible, and designed to give you peace of mind at every stage.

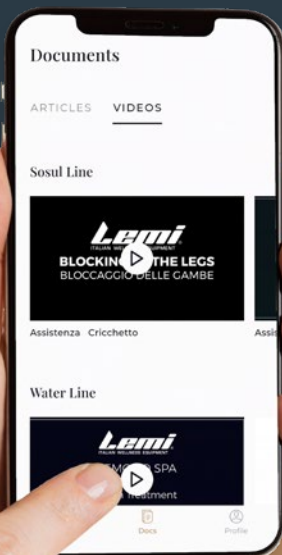
Con My LEMI, l'assistenza diventa più rapida e trasparente. È possibile aprire ticket in pochi secondi, seguirne ogni aggiornamento in tempo reale e comunicare direttamente con il team dedicato. Ogni richiesta è organizzata e sempre accessibile, per garantire tranquillità in ogni fase.



YOUR LEMI WORLD, ALL IN ONE PLACE IL MONDO LEMI, TUTTO IN UN'UNICA APP

My LEMI is an evolving digital ecosystem. Soon, you will be able to register your products, access technical documentation, and stay updated with LEMI news and content — all within a single, intuitive platform designed to simplify your daily operations and keep everything always within reach, whenever you need it.

My LEMI è un ecosistema digitale in continua evoluzione. A breve sarà possibile registrare i propri prodotti, accedere alla documentazione tecnica e restare aggiornati su novità e contenuti LEMI — tutto all'interno di un'unica piattaforma intuitiva, pensata per semplificare il lavoro quotidiano e avere sempre ogni informazione a portata di mano, quando serve.



TICKET REGISTRATION

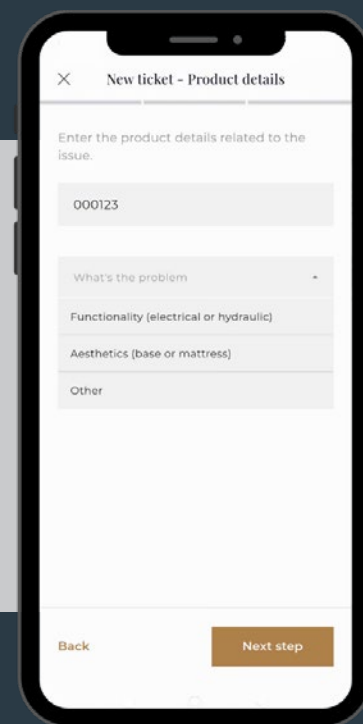
NEW 2026

FAST AND DEDICATED SUPPORT SUPPORTO VELOCE E DEDICATO STEP BY STEP

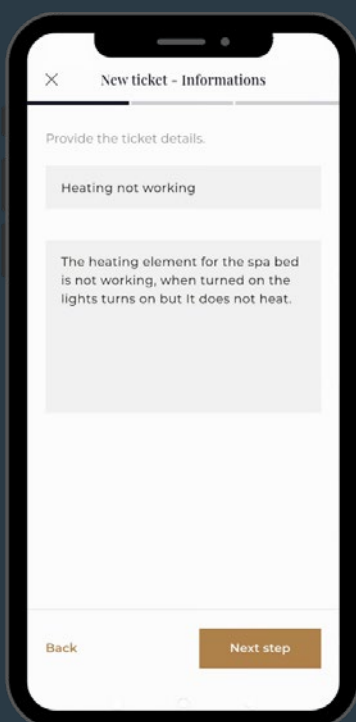
1 OPEN A NEW TICKET APRI UN NUOVO TICKET

Easily create a new support ticket in just a few steps. Enter your product serial number and select the type of issue to get started quickly and accurately.

Crea facilmente una nuova richiesta di assistenza in pochi passaggi. Inserisci il numero di serie del prodotto e seleziona il tipo di problema per iniziare in modo rapido e preciso.



The image shows a smartphone screen with the 'New ticket - Product details' form. The form has a title bar with a close button (X) and the text 'New ticket - Product details'. Below the title bar, there is a prompt: 'Enter the product details related to the issue.' The form contains several input fields: a text field with the value '000123', a dropdown menu labeled 'What's the problem' with a downward arrow, a text field with the value 'Functionality (electrical or hydraulic)', a text field with the value 'Aesthetics (base or mattress)', and a text field with the value 'Other'. At the bottom of the screen, there are two buttons: 'Back' on the left and 'Next step' on the right.



The image shows a smartphone screen with the 'New ticket - Informations' form. The form has a title bar with a close button (X) and the text 'New ticket - Informations'. Below the title bar, there is a prompt: 'Provide the ticket details.' The form contains a text field with the value 'Heating not working'. Below this, there is a text area with the value 'The heating element for the spa bed is not working, when turned on the lights turns on but it does not heat.' At the bottom of the screen, there are two buttons: 'Back' on the left and 'Next step' on the right.

2 DESCRIBE THE ISSUE DESCRIVI IL PROBLEMA

Provide clear details about the issue to help our team better understand your request. A precise description ensures faster and more effective support.

Fornisci una descrizione chiara del problema per aiutare il nostro team a comprendere al meglio la richiesta. Maggior precisione significa un supporto più rapido ed efficace.

TICKET REGISTRATION

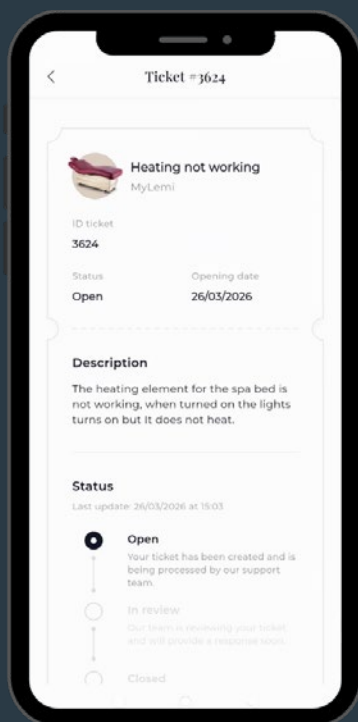
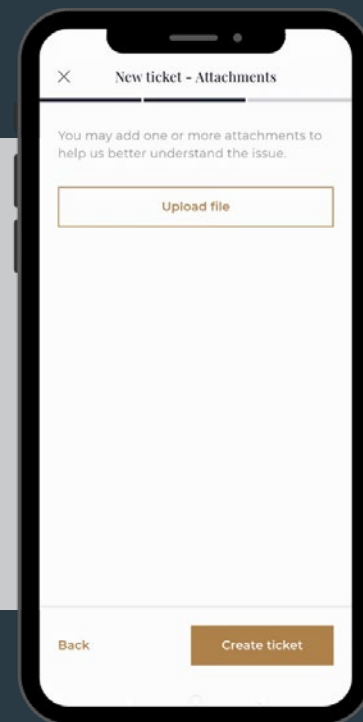
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FAST AND DEDICATED SUPPORT SUPPORTO VELOCE E DEDICATO STEP BY STEP

3 ADD SUPPORTING FILES AGGIUNGI ALLEGATI

Upload images or documents to give our team a complete view of the situation. Visual details help speed up the analysis and resolution process.

Carica immagini o documenti per offrire al nostro team una visione completa della situazione. I dettagli visivi aiutano ad accelerare l'analisi e la risoluzione.



4 TRACK YOUR REQUEST MONITORA LA TUA RICHIESTA

Follow every step of your ticket in real time, from submission to resolution. Stay informed and connected with our support team at every stage.

Segui ogni fase della tua richiesta in tempo reale, dall'apertura alla risoluzione. Rimani sempre aggiornato e connesso con il nostro team di assistenza.



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