

AERZEN AFTER SALES

**Technical Support, Spares, Repairs, Exchanges,
Planned Maintenance, Installation and Commissioning Services**



AERZEN MACHINES LIMITED

After Sales Service

Aerzen Machines Ltd offer a highly trained and experienced After Sales Team to support existing and new Aerzen customers. From technical advice and support to spares repairs and servicing solutions, Aerzen can provide any solution to meet customer's needs. All makes and models of Blowers and Compressors can be serviced - not just Aerzen products.

- Repairs to suit your budget and timetable
- Extensive spares holding of Aerzen parts
- All Aerzen staff trained at Aerzen's HQ and qualified with 'Aerzen Passport' – ensuring competence in servicing Aerzen equipment
- All sizes of Blower and Compressor can be serviced
- All refurbished units given 12 month warranty as standard
- Extensive range of refurbished and new bare shaft units available in stock
- Extensive stock holding of ancillary parts – Pressure Relief Valves, Non-Return Valves etc
- Ability to fabricate bespoke parts and redundant assembly frames and acoustic loads
- Engineers can recommend replacement of obsolete parts with modern equivalents
- Machines can be collected from site and reinstalled and recommissioned if required
- Other manufacturers' machines can be serviced
- Full delivery, offloading and installation service available for new or used machines

TECHNICAL SUPPORT

Our Technical Support Team features experienced engineers who are able to provide phone support initially and on site discussions if required. Technical support provides advice on breakdown as well as process optimisation, lifetime enhancement and power reduction possibilities.

COMMISSIONING

On site staff are available throughout the UK, ROI and worldwide to support commissioning requirements – mechanical and electrical - of Aerzen products.

UK WORKSHOP

All repairs for UK and Irish customers are carried out at our extensively equipped workshop in Loughton, UK. We will first examine and assess your machine and then provide a detailed diagnosis and quotation before proceeding with any work.

EXCHANGE MACHINES

Should repair expense be too costly we can offer you an attractive price on a service exchange machine. All common sizes are available from stock.

SPARE PARTS SUPPLY

Aerzen Machines feature a full time spares engineer to support customers, and carry a large stock holding of standard and non standard parts at their Loughton, UK premises – including bare shaft machines. These can be despatched overnight if required when available. Where parts are not in stock, Aerzen have access to a much larger stock holding in Germany at our factory, with parts available next day if required in many cases. Special circumstances require some parts to be manufactured specifically and may require additional time.

REPAIRS ON SITE

In emergency situations, it is possible to make basic repairs and overhauls at customers' sites.

SUPPORT, SERVICE, MAINTENANCE

In order to give the best support we offer a complete package of service contracts that include everything from a simple inspection up to a 10 year entire maintenance contract. This is our **Planned Maintenance Service (PMS)**.

SITE DELIVERY AND INSTALLATIONS

We can deliver, offload and install Blowers and Compressors onto prepared foundations as an option.



Aerzen Planned Maintenance (PMS)

Aerzen offer a full Planned Maintenance Service (PMS) facility, using a team of experienced engineers based around the UK and Ireland. Aerzen's PMS offers cost effective equipment care and peace of mind. Machines can be serviced at a frequency agreed with you to suit the needs of the application.

By ensuring that filters, belts, oil, alignment and vibration are monitored and controlled, the lifetime of the machine can be maximized and expensive downtime kept to a minimum. A variety of PMS options are available.



1) 500 hr service	For all new machines.
2) Inspection agreement 1 year	Determination and judgement of the actual condition + recommendation of steps to maximise lifetime.
3) Partial maintenance I 3 years	Same as (2) + lubricating, changing, completing, cleaning, re-adjusting relevant areas. Parts and lubricants are outside the maintenance agreement.
4) Partial maintenance II 3 years	Same as (3) + exchange of wear parts, such as filters, valves, V-belts etc. Parts and lubricants inclusive - over 3 years.
5) Maintenance contract 5/10 years	Same as (4) + exchange of wear parts, such as filters, valves, V-belts, etc. Parts and lubricants inclusive - over 5/10 years.
6) Full maintenance 5/10 years	Same as (5) + fault clearing service. Parts and lubricants inclusive - over 5/10 years.
7) 5/10 years	Total responsibility contract.

Installation Services

Aerzen have available trained installation staff, CSCS and safety passport certificated who can deliver, offload, locate and fix new and used assemblies on site. This service includes removal and reassembly of stages on existing installations on site to offer a complete package supply.

Delta Care Packages

Aerzen have developed a new guarantee contract called DELTA CARE. This contract extends the guarantee period for new machines up to 5 years. You pay an attractive, annual fee and all necessary maintenance work will be carried out for you by Aerzen experienced staff.

This also includes original spare parts, maintenance materials such as air filters, V-belts and oil filters as well as all wear parts of the units. If you order the DELTA CARE 'Carefree package', the defect liability will be extended by Aerzen to up to 5 years.



AIR Rental

Aerzen's Rental capability complements the different servicing solutions. When a machine is down and loss of production is not a viable option, Aerzen can be relied upon to offer a range of fixed or variable speed compressors and blowers to provide temporary or long term cover.

Aerzen Machines have a permanent hire depot based in Loughton, UK to ensure quick delivery.

For advice please contact our engineers on:



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