



**AERZEN  
AFTER SALES.**



**AERZEN**

# OUR AFTER SALES SERVICE.

**Machine availability is everything. Keeping your processes running is extremely important. The AERZEN After-Sales Service supports you - even long after the purchase of the unit. With expertise and spare parts in a quality that only your Original Equipment Manufacturer (OEM ) can offer.**

## **AERZEN: any solution you need.**

From technical advice and support to spares, repairs and servicing solutions AERZEN can provide any solution to meet your needs. All makes and models of Blowers and Compressors can be serviced - not just AERZEN products. It goes without saying that AERZEN also assesses your machines with regard to technical progress and profitability. So you not only enjoy the reassurance that your machines are always in the optimal maintained condition, you are also kept informed of important technical innovations.

## **AERZEN at your disposal.**

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.

## **Our After Sales Services include:**

- Inspections and maintenance
- Commissioning
- Overhauls / maintenance
- Repairs
- Service contracts
- On-site training
- Technical Support

## **AERZEN service package advantages:**

- Runtime according to your requirements up to 10 years
- Exclusive use of AERZEN OEM parts
- All spare parts are sold over the contract period with reduces rates
- Warranty over the contract period on wear parts (subject to Terms & Conditions)
- Inclusive of travel, overnight and catering costs



**Over 150 years of experience in service.**

No one knows AERZEN machines better than the AERZEN Service engineer. All AERZEN staff are trained at AERZEN's HQ and qualified with 'AERZEN Passport' ensuring competence in servicing AERZEN equipment, and with each machine our service checklists cover the necessary scope of work to maintain your machine at its optimal condition.

**Technical support.**

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

**Installation service.**

AERZEN have available trained installation staff, Construction Skills Certificate Scheme (CSCS) and safety passport certified, 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.

**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.

**Commissioning.**

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

**Repairs on site**

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

**Spare parts supply.**

AERZEN Machines have a full time team to support you, and we also carry a large stock holding of standard and non-standard parts at our Loughton, UK premises. 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 in many cases. Special circumstances require some parts to be manufactured specifically and may require additional time.

**Training.**

If you prefer operation and maintenance training for AERZEN machines for your own staff, No problem. The AERZEN After Sales Service helps you to transfer the necessary expertise with training taking place directly in your company or at our AERZEN Loughton premises. AERZEN specialists provide your operation and maintenance personnel the necessary expertise for preventative and condition-oriented maintenance of your AERZEN Blowers/Compressors. The participants will receive product-related information, explanations of due diligence, safety instructions, maintenance intervals and inadmissible operating modes and their effects, guaranteeing higher machine availability and clear added value for your company.

**AERZEN International Rental (AIR)**

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.



**AERZEN. Compression as success factor.**

AERZEN was founded in 1864 as Aerzener Maschinenfabrik. In 1868 we built Europe's first rotary lobe blower. The first turbo blowers followed in 1911, the first screw compressors in 1943, and in 2010 the world's first rotary lobe compressor unit. AERZEN innovations are a driving force behind the development of compressor technology. Today AERZEN is one of the world's oldest and most important manufacturers of rotary lobe blowers, rotary lobe compressors, rotary lobe gas meters, screw compressors, and turbo blowers. And in many areas of application, AERZEN is among the undisputed leaders.

There are more than 2,000 experienced AERZEN employees in over 45 subsidiary companies worldwide working hard to advance compressor technology. Their technological expertise, our international network of experts, and the constant feedback from our customers are what make us successful. AERZEN products and services have become standards in the industry for reliability, lasting value, and efficiency. Go ahead: challenge us!

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EXPECT PERFORMANCE