

SERVICE AT GRENZEBACH



# Grenzebach Global Service Competence Center

## SERVICE AT GRENZEBACH

**Round the clock. Round the globe.**

**The 24/7 principle applies – availability.**

**24 hours a day, 7 days a week.**

Grenzebach always finds a solution. Even if it is not always easy. After all, the entire Group is focused on its customers' requirements. We know that smoothly running plants and machinery form the basis for success. Reliability, Expertise, Rapid action are key Grenzebach maxims.

The production plants we supply are an important cornerstone for our customers' success. We take this responsibility very seriously. From the initial machine design right through production, Grenzebach engineers go to great lengths to ensure long serviceability and the highest possible quality and precision. Grenzebach companies located all over the world employ qualified employees to provide installation, startup and training services in that region, so that Grenzebach can support their customers in their own language, their own culture and their own time zone. Even so we don't leave anything to chance; we use the latest technology and media to keep in permanent touch. For example, Grenzebach can – on request – access the customer's control system remotely, monitor operations and intervene with corrective action if required. We always keep a close eye on the plants we have supplied, and respond immediately when required – anywhere in the world. Far-ranging vision, expertise, preventative action and close cooperation with customers make it possible to guarantee that our plants will operate safely and precisely over decades. It is often the case that our customers' requirements and their products will change over time. Software updates enable our engineers to adapt the functions of the plants accordingly. Our comprehensive 'peace-of-mind' package with integrated spare parts supply is very popular with many customers. This ensures the plants are always maintained in peak condition both now and for the future.

## OUR EXPERTISE INCLUDES



### Our scope of services includes

- Telemaintenance and remote support
- High quality genuine spare parts
- Fast and flexible provision in spare parts
- Upkeep and preventive maintenance
- Health Check
- Technical repairs and field installation
- Retrofitting
- Technical inspection
- Equipment audits
- Operator training

### This results in:

- High equipment availability
- Peak production availability
- Consistent high quality
- Optimized maintenance
- Reliable provision in spare parts
- 24/7 emergency standby
- High expertise emergency support

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