

**Nederman**

# Service Care Agreements

Securing the performance of your filter installations





# Secure the functionality

Filter equipment is critical to secure your operations, with regards to Safety and Health, Product Quality and compliance with emission rules. Preventing down time of your filter installations is considered by several parties as critical to reduce the risk of interruption of production. Optimisation of energy and compressed air consumption can result in considerable savings. Adequate maintenance of your installations will reduce your total costs of ownership and secures your continuous operation.

The Standardize Nederman Service Care Agreements are designed to help you to secure the performance of your filter installations

## **Functionality**

- Secured level of emissions
- On Spec. Air Quality

## **Energy effectiveness**

- Minimal energy consumption

## **Operational Availability**

- Reduced down time

With the Nederman Service Care Agreement we contribute to your continuity of operation, your profitability and your compliance with the regulations concerning quality of the air in the working environment, respectively concerning emissions.





## Nederman Service Care Agreements:

- Avoid down time in the production
- Help you to run your installation optimally and cost efficient
- Secure your installation is compliant with regulations
- Save energy
- Keep the working environment clean

## Service Care Agreement benefits

	Gold	Silver	Bronze
<b>Inspection</b>			
Visual inspection (damage, leakages etc.)	✓	✓	✓
Functional inspection (pressure drop, outlet air quality)	✓	✓	
Control box inspection (visual & functionality)	✓		
Energy performance check	✓	✓	
<b>Reporting</b>			
Full inspection report including recommendations & maintenance prediction	✓	✓	✓
Certificate of performance measure for authorities	✓		
Yearly review of potential upgrades to the system	✓		
Yearly updated strategic operational spare part advice	✓		
<b>Service</b>			
Preventive Maintenance Service Package tailored to the specific usage	✓	✓	
<b>Availability of service</b>			
24h hot line for advice	✓	✓	
Service priority at emergencies (max hour response time)	24	48	
<b>Availability of spare parts</b>			
All standard parts available in case of emergency (within hours)	✓	✓	✓
Priority handling of non standard spare part request	✓	✓	
<b>Discount Spares not included in the agreed maintenance</b>	-15%	-10%	-5%
<b>Reduced service rates (included for inspection and the preventive maintenance)</b>			
Reduced service rates for regular repairs	-10%	-5%	
Reduced emergency rates	-15%	-10%	
Fixed rates for travelling and accommodation	✓	✓	✓
<b>Extended Warranty (months)</b>	18	12	6



# Service agreement benefits

## Inspection

Daily visual inspection is essential to detect unexpected decrease of functionality. During the periodic maintenance a systematic visual inspection is performed by the Nederman Service Engineer. General condition is inspected with regards to things that are not in perfect functional shape, general appearance, corrosion, status of connections etc.

The functional inspection make sure the performance of the equipment is within the required operating limits. Pressure drop might have increased over time due to highly loaded filters. Filter damages might lead to undesired increase of outlet concentrations. Depending on your local situation additional functional inspections according to the local rules will be executed.

The functionality of the control box is checked. Thermographic inspection will indicate possible nearby problems. If necessary software upgrades are installed, securing the latest version to be installed.

With the energy performance check we check your frequency controller settings, your cleaning cycle frequency etc. Optimising performance and saving utilisation of utilities.

Considerable savings have in many cases been realized. Each unit will be provided with an inspection sticker indicating the month and year of inspection and the recommended re-inspection date.

## Extensive experience

Based on above inspections a full report in line with your Service Care Agreement will be prepared (see attachment). The report will give advise with regards to the coming operating period, to preventive maintenance activities for the next coming period and operational advise. The report will help you to plan your preventive maintenance and maintenance budgets.

Depending on the level of your agreement a full operational inspection report for the authorities concerning emission levels etc. will be provided all in line with your local rules (see attachment). This part of the report will help you to re-certify your installation.

Based on the inspections and possible new developments our engineers will indicate what possible upgrades are possible for your installation focusing on improving the availability of the system and reduction of your operational costs.

For some unexpected break downs it is recommendable to have some spare parts in stock. It will reduce your down time considerably. The recommended spare part stock should be minimised and is depended on your operational situation, the condition of your installation and the availability of spare parts at Nederman (see later).





The most important benefit of the Nederman Service Care Agreement is that you partner with Nederman to keep your total costs of ownership optimized for the desired operational performance.

### Reporting

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### Services

The Gold and Silver contract level include the standard preventive maintenance services for your installation such as: Inspection ,reporting (see above), filter and fan belt replacements according to the plan attached. Travel ,working hours and materials are included. For each installation a detailed list of work and materials is attached to the agreement.

The included services are based on your operations and our experience and agreed in advance

Our aim is to prevent unexpected down time and too high costs resulting from emergencies.

### Availability of Services

With a Nederman Service care Agreement you will have priority access to the Nederman Service team. With Gold and Silver agreement you will get access to the 24h/7 hot line to help you out in case of emergency , outside the office hours. Your service request will always be prioritized and our commitment to response time stands.

### Availability of Spare Parts

Within Nederman the normal regular spare parts and consumables are on stock in our warehouses in Europe. In case of emergency these can be delivered with a delivery precisions of >97% within 24 hours. (costs are involved). Spare Parts that Nederman supplies less than a few times per year are defined with a part number and price. Delivery times depend on operational situation at the Nederman facilities.

Our spare part philosophy helps you to keep spare part stocks down, not impairing operational reliability.

### Extended Warantee

We believe in the effect of good maintenance. For that reason we offer with new delivered installations an extended warrantee if an Nederman Service care Agreement is signed within 6 months after hand over of the installation (for details see overview).

Full registration of your new installation including contact persons on both side will be secured

The image features the Nederman logo in a white box on the left. The background is a photograph of a large industrial air filtration system with blue frames and silver ductwork. Two men are standing on the right, looking at the equipment. The sky is blue with light clouds.

**Nederman**

Nederman is a world-leading environmental technology company. We filter, clean and recycle to create eco-efficient production in demanding industrial surroundings.

For more than 70 years, Nederman has developed, manufactured, and installed products and solutions to reduce the strain on the environment and improve working conditions in numerous industries.

Our products and systems have been ground-breaking in industries such as machining, metal fabrication, mining, automotive, composite manufacturing, food, pharmaceuticals, woodworking, and many others.