

S3 > SERVICE, SUPPORT, SPARES

Objective:

To provide outstanding service & support to our customers, and to ensure maximum uptime of equipment

Strategy:

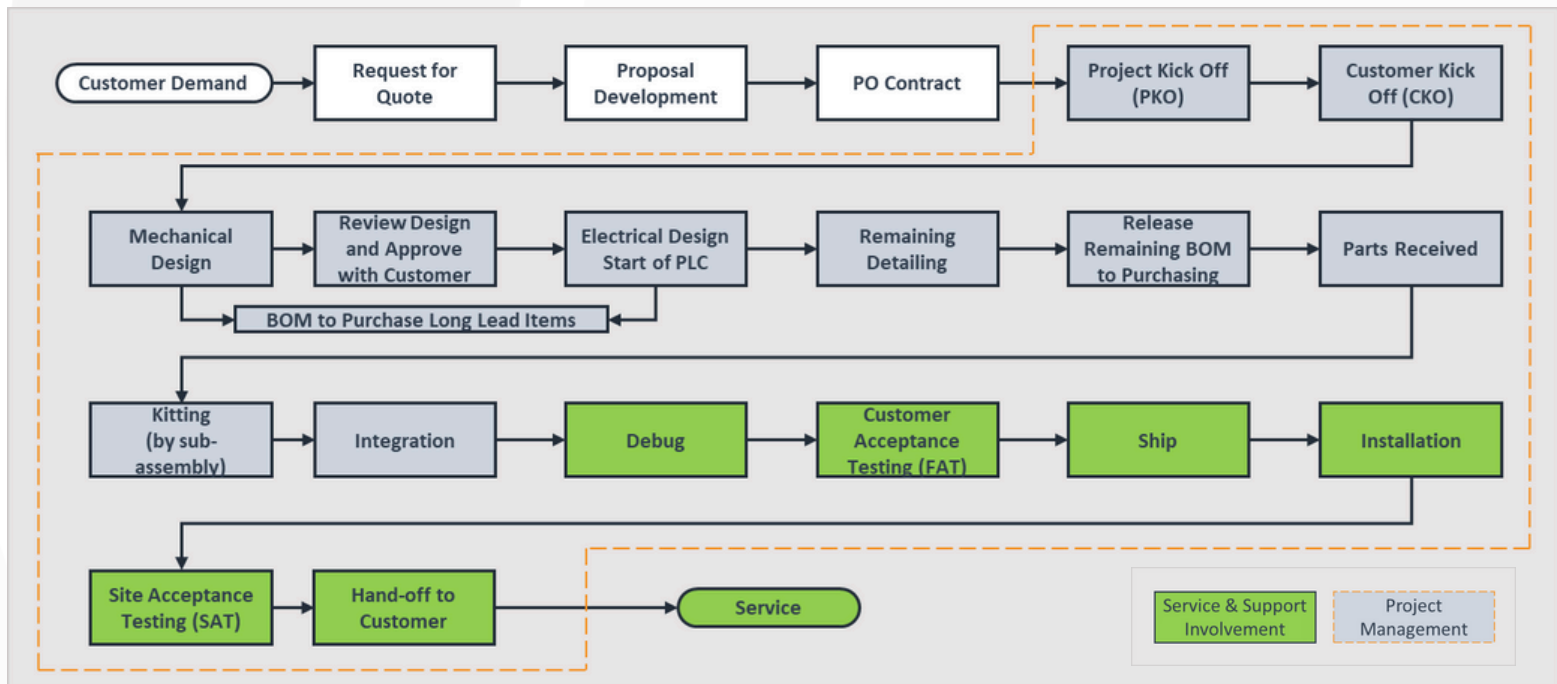
- Single point of contact for all after-sales service and support
- ISO driven processes for all service and support functions
- Rapid response time and support availability
- Thorough hand-off from the operations team to the service and support team ensuring consistent and complete ready-to-support status

Offerings:

Service: Preventative maintenance, on-demand service, system audits, ramp-up support, on-site resident plant support

Support & Training: Operator training, maintenance training, programming training

Spare Parts: Recommended spares packages, on-demand spares, spares stocking



Service & support efforts begin during initial Debug and before Customer Acceptance Testing to ensure they are fully trained and ready to support the system before it is delivered on-site.