

## Pump Emergency Service – Safely through the crisis with HERMETIC emergency assistance

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*Dear customers, dear business partners,*

a sudden **pump failure**, short-term **increase in capacity** or tricky **troubleshooting** in case of malfunctions – industrial and commercial refrigeration and especially the food sector currently face extraordinary challenges.

We have geared our processes even more towards fast support to help you even better now. Everything important at a glance.

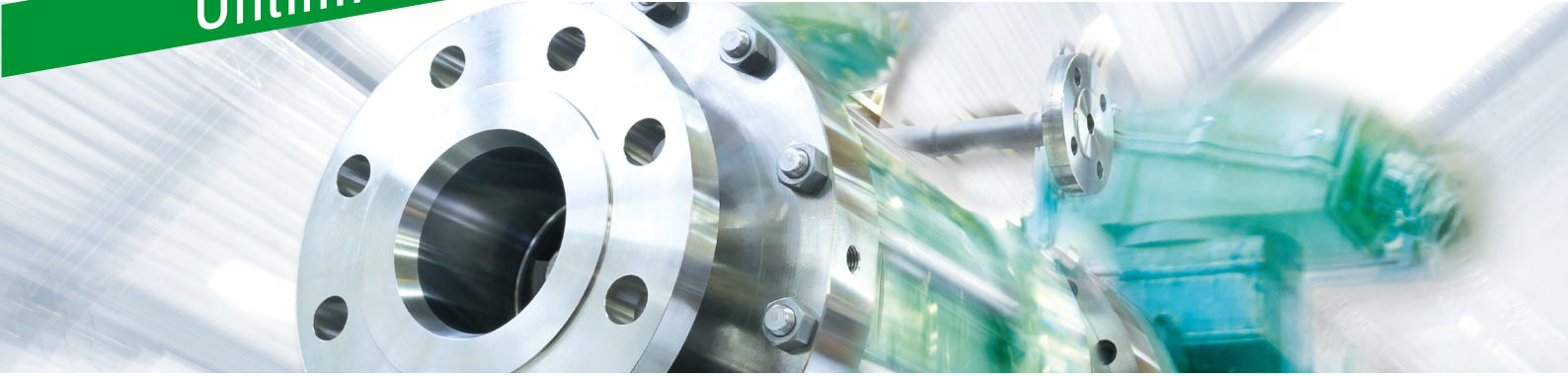
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### *Express delivery worldwide*

Tailored to the needs of the industrial and commercial refrigeration market, we offer standard pump types and common variants that are **immediately available** from specially equipped emergency stores. With this special service at our locations in **Germany, France, Benelux, Singapore and the USA**, we can adapt our processes at short notice in an acute emergency and ensure fast delivery.

To restore your operational reliability as quickly as possible, we also check possible alternative solutions based on the characteristic data of your pump if an exact replacement is not possible.

Sealless Technology  
Unlimited



**Direct contact with your nearest express service location:**

**HERMETIC-Pumpen GmbH | Germany**

Gewerbestr. 51 | 79194 Gundelfingen | Phone +49 761 5830-0

[pumps.hde@hermetic-pumpen.com](mailto:pumps.hde@hermetic-pumpen.com)

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**HERMETIC-Pumpen GmbH, Benelux-Office | BeNeLux**

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**HERMETIC-Pumps Singapore Pte. Ltd. | Singapore**

Blk 65 Ubi Road 1 #03-82 | 408729 Singapore | Phone +65 6702 2138

[pumps.hsg@hermetic-pumpen.com](mailto:pumps.hsg@hermetic-pumpen.com)

**HERMETIC-Pumps Inc. | USA**

18847 Intercontinental Crossing Dr. | 77073 Houston | Phone +1 281 443-0905

[pumps.hus@hermetic-pumpen.com](mailto:pumps.hus@hermetic-pumpen.com)

By the way: With just 4 hours, we set a new delivery record in 2019! The three-stage canned motor pump with 1 kW motor (CAM1/3 with AGX1.0) ensured the operation of a food production company in Switzerland. On average, standardised emergency pump deliveries range from 24 hours to 1 week.

**We're here for you!**

common pump sizes on stock and quickly available



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### *Global service network, fast assistance in your language*

Even though we still have to do without personal contact to a large extent to protect everyone, our **entire global team is there for you.**

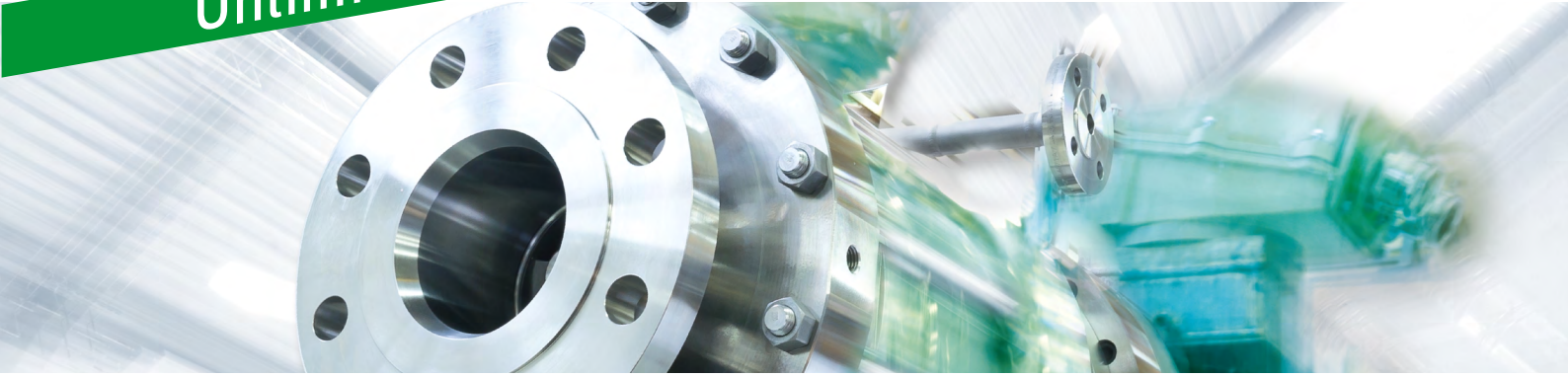
You can reach your contacts using the known telephone numbers and E-mail addresses. Our services:

- Quick assistance with all questions concerning your refrigerant pump
- Advice and support in using our pump selection tool
- Repair service in your area – at 12 locations worldwide
- Always personal contact – especially in the digital age

No matter where your projects are located – you will receive competent support from HERMETIC in the language required.

**Feel free to arrange a consultation with your local contact today. You can find our contacts worldwide [here](#).**

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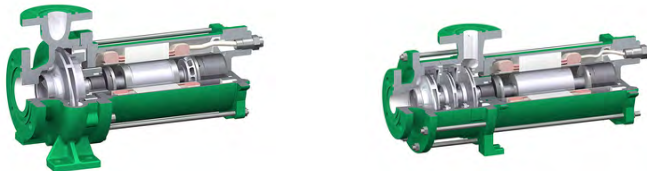
### *HERMETIC 24/7 hotline for diagnosis and troubleshooting*

Do you encounter problems when starting up your pump? Does your system show faults that could be related to our refrigerant pump? In this case, you will receive **fast and expert support by using our technical hotline 24/7**.

In light of current events, we have **consistently expanded our digital service**. Our hotline experts have detailed product and system knowledge. Investigations using video and video conferencing can also help analyse problems step by step and solve them together. Benefit from the technical support of our experts – not only in case of a fault. Prevent operating errors especially during start-up. You will increase operational reliability and system availability and maintain the warranty.

You can reach our hotline 24/7 at **+49 761 5830-401**.

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### **Impressum**

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