

CHEMICAL

OIL & GAS

REFRIGERATION

POWER GENERATION

SERVICE



**First-hand service.
Fast. Competent. Reliable.**

 **LEDERLE**
Hermetic

Simply the best pump technology

POWER,
STABILITY AND
SAFETY FOR
YOUR FACILITY



The operators of complex facilities are very much responsible for the achievement of maximum productivity. It is essential for the production units to generate high returns based on their long service lives.

Therefore, maintenance and servicing concepts are of major importance when it comes to avoiding expensive facility breakdowns.

With our flexible service and maintenance concepts, we guarantee the highest possible operational efficiency of your facility.

In this context, the most relevant aspects for you are:

- *Minimisation of machine stoppages during production*
- *Short corrective maintenance times for pumps*
- *Minor impact of machine standstill times on your production*

Factors such as the instantaneous provision of spare parts, highly motivated and qualified employees as well as constant accessibility play a decisive role within this framework.

This is because, last but not least, the operational capacity of a technical solution is defined by its stability in the long run.

We are there for you – 24 hours, 365 days. Take our word for it.

Service

Worldwide and professional on-site service is something HERMETIC customers can take for granted. Our regional service centres and branch offices are directly supported by our reliable staff at the main plant.

Based on our many years of sophisticated competence in the field of pump technology, we offer you premium quality services. Be it professional advice concerning the optimisation of facilities, express deliveries of spare parts or fully comprehensive support via flexible maintenance contracts – anything is possible. In this context, you can be sure of short response times as well as expert problem analysis and fault repair on site.

Our service teams are at your disposal 24 hours, 365 days throughout the world.

24-hour hotline

In addition, you have access to fast and professional support by contacting our service hotline any time of the day or night.

Trainings and seminars

Within a short time, our special professional training courses will enable your employees to operate your facility with maximum efficiency and reliability. The contents of the courses include complex topics such as layout design, operation, maintenance and explosion protection.

Please request our seminar programme.

Assembly and start of operation

Our service team will provide you with professional support when it comes to start-up and maintenance. We will gladly combine the job at hand with an on-site training session for your employees.

Please talk to us.

Repair work and corrective maintenance

Our worldwide service points specialise in carrying out all kinds of repair and corrective maintenance work in an efficient and professional manner. For this purpose, we exclusively use tested, original spare parts. Needless to say, test stand inspections and the subsequent warranty are included.

Spare parts service

The fast and long-standing availability of spare parts has been the distinguishing feature of HERMETIC products ever since the foundation of the company. And it will continue to be something you can rely on in the future. Furthermore, state-of-the-art manufacturing processes contribute to a consistent quality optimisation. After all, the principle **Best Available Technology** applies to HERMETIC products at every level!

You will be granted a 12 month warranty on all of our original spare parts.

Our service team will be happy to support you with regards to any questions on an optimised management of spare parts customised to meet your needs.



Servicing and maintenance contracts

Maintenance contracts secure the operability of your production facility to a great extent. Our customer-oriented concepts offer you a broad range of benefits ranging from our spare parts service via the corresponding service management through to a fully comprehensive service including guaranteed availability of spare parts.

Please talk to us – we will gladly provide you with advice.

"Our understanding of service involves making available all conceivable tools for optimising the production reliability of our customers."

*Nicolaus Krämer, Managing Director
HERMETIC-Pumpen GmbH*

Among others, our products comply with:

- Directive 2006/42/EC (Machinery Directive)
- Explosion protection acc. to Directive 94/9/EC (ATEX); UL; KOSHA; NEPSI; CQST; CSA; Rostechnadzor
- Directive 96/61/EC (IPPC Directive)
- Directive 1999/13/EC (VOC Directive)
- TA-Luft
- RCC-M, Niveau 1, 2, 3

HERMETIC-Pumpen GmbH is certified acc. to:

- ISO 9001:2008
- GOST; GOST "R"
- Directive 94/9/EC
- AD 2000 HP 0; Directive 97/23/EC
- DIN EN ISO 3834-2
- KTA 1401; AVS D 100 / 50; IAEA 50-C-Q
- Certified company acc. to § 19 I WH

BENEFITS YOU CAN COUNT ON

- Around the clock accessibility
- Fast response times
- Service points on site
- Flexibility
- Reliability

SERVICE / E / 01 / 2012

All details as stated in this document comply with the technical standard that is applicable at the date of printing. These details are subject to technical innovations and modifications at any time.



HERMETIC-Pumpen GmbH
Gewerbstrasse 51 · D-79194 Gundelfingen
phone +49 761 5830-0 · fax +49 761 5830-280
hermetic@hermetic-pumpen.com
www.hermetic-pumpen.com