

**FLOTTWEG SERVICE**  
Quick and reliable



# KNOW-HOW – EXPERIENCE – COMPETENCE

## Qualified service staff

Our service technicians are the employees who are most closely in contact with the customers. For this challenging task we specially train our technicians, and are continuously deepening their knowledge during regular training sessions. Every new member of the service team has to go through a one-year training period, and afterwards he accompanies experienced colleagues for several months in order to bring his practical skills to perfection. After this training time, every technician starts to take over his tasks independently. Only in this way is it possible to make sure that theories and practice go hand in hand.

Service technicians must be able to adapt themselves to the customer's situation and find the appropriate solution within a very short period of time. This is the reason why only very experienced employees make Flottweg indoor service. Thus, our customers profit from a combined 300 years of experience.

There are more than 20 service technicians stationed in Germany and ready to be sent to our customers in Germany and abroad. For more

### Service centers worldwide

- Australia
- China
- France
- Great Britain
- Indonesia
- Italy
- Mexico
- Paraguay
- Russia
- USA

All branch offices and subsidiaries are listed on our website, [www.flottweg.com](http://www.flottweg.com).



The FLOTTWEG service technicians are always ready for you

than five decades FLOTTWEG has been building up a worldwide service and sales network, in Germany we have our headquarters in Vilsbiburg and branches in Cologne and in Leipzig. In order to be able to support our customers all over the world, most of our subsidiaries, offices and representatives have their own service technicians.



# ORIGINAL SPARE PARTS FROM THE OEM

A package that's just right!

FLOTTWEG has manufactured more than 8000 machines so far. Most of them are still in operation in a wide variety of industrial sectors and applications. Different applications mean that the machines are specifically adapted to the application and thus consist of different components.

At our headquarters we maintain a spare parts warehouse where more than 60 000 original spare parts for FLOTTWEG centrifuges and belt presses are available on demand.

The warehouse stock is continuously checked and optimized in order to offer the best availability, even in cases of long delivery times for cast pieces. Our parts department is equipped so that even sophisticated components can be manufactured overnight.

The results are very impressive: In Germany the components are generally delivered the next day, in the EU within 24 to 48 hours.

For deliveries via airfreight we benefit from our proximity to the Munich airport.



FLOTTWEG is an Authorised Economic Operator. This allows us to profit from simplified customs clearance – and thus we are even faster!



FLOTTWEG is ISO 9001 certified and manufactures its products in compliance with all current technical standards.



Modern small part and high shelf storage areas with sophisticated logistics allow quick access to the spare parts.



# REPAIR WORK AT FLOTTWEG

and everything will run smoothly again!

Sometimes it is more reasonable to have the repair work done in our headquarters rather than on-site.

For this purpose, FLOTTWEG maintains in Vilsbiburg a service facility which includes up-to-date refurbishment equipment. The employees of the repair shop are experts who know the machines from many years of experience in shop and field work. When a centrifuge or a centrifuge component arrives at the Vilsbiburg Headquarters for overhauling or repair, it will first be dismantled and cleaned. Already during disassembly, the dimensional accuracy and general condition of the components are checked. After a complete check and evaluation of their condition, we offer the customer a free estimate for the repairs to be done.

As soon as all technical and financial details are clarified with the customer, repair work and overhauling are carried out.

In the end, the bowls and scrolls are balanced. FLOTTWEG makes no distinction between a repaired or a new bowl or scroll. All balancing is done in compliance with international standards, the rest imbalance always being within the balance grades in accordance with ISO 1940. FLOTTWEG not only develops and manufactures its own gear boxes but also repairs them. Before the machine leaves our company, a test run lasting several hours assures that the machine is ready to be returned to service.

## The FLOTTWEG service promise:

Regardless of the damage – we are prepared for any case!

Profit from the know-how and the capabilities of the manufacturer.



Scrolls before and after refurbishment

# TOTALLY CAREFREE

with a service contract with Flottweg

Even the best machinery needs to be maintained from time to time. In Germany we have an Industrial Safety Regulation which requires the operating company to have the centrifuge checked at regular intervals for safety.

With a service contract, FLOTTWEG provides professional maintenance in compliance with EN 12547 and DIN 24405 at agreed upon inspection intervals. We offer service contracts for machines at one month, six months, one year or three year terms. Moreover, we offer full service contracts for systems, including the necessary materials. This service includes:

Our service contracts are individually tailored to your requirements.

Preventive maintenance provides your machine with:

- longer life
- increased reliability
- increased availability of your system

## Inspection in monthly, semi-annual or annual periods:

- Observation of the machine during operation
- Bearing temperature and vibration measurement
- Seals inspection
- Inspection of the machine during downtime to see if there is abrasion in the discharge system; and if needed, maintenance of the scroll bearings, the hydraulic system and other components or units mentioned in the contract
- Function test and – if necessary – optimization of the machine's settings

## Inspection in a three-year cycle:

- Inspection of the dismantled machine, thereby checking the scroll and bowl bushings as well as wear protection
- Check of all bearing seats and all flange connections on the bowl
- Replacement of all bearings and gaskets
- Test run with and without feed product
- Optimization of the machine settings
- Entry in maintenance record



With new bearings everything runs smoothly again

# TEST – RENT – PURCHASE

## FLOTTWEG rental machines

New separation tasks have always been an exciting challenge for our customers and us. In order to find the optimum solution for temporary projects or under field conditions, we offer our rental machines service. In this way - in close cooperation with our customers - we have been launching many new developments.

Even in cases of sophisticated products, e.g. during tests with explosive or inflammable materials, our rental machines meet all necessary safety requirements:

- Complete explosion proof design
- O<sub>2</sub> monitoring
- Gastight discharge system
- All connections to the customer's vent system

Our rental machines department normally has over 70 decanters, disc stack centrifuges, and belt presses. This way we can assure a high availability of our rental machines, and we are very flexible with the length of the lease.

And if you like the rental machine so much that you would like to keep it, in many cases we can offer you the option to purchase it.

### Profit from our service package

- Competent technical advise
- Tests on site or in the Flottweg laboratory and pilot plant
- Selection of suitable equipment and dimensioning



You can rent centrifuges, disc stack centrifuges, and belt presses from FLOTTWEG.

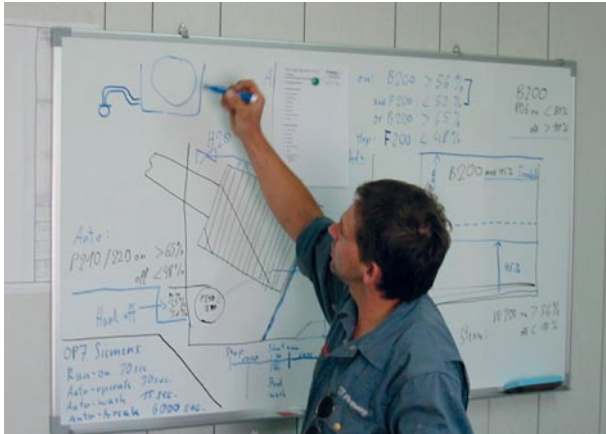


# YOU NEVER STOP LEARNING

## FLOTTWEG customer trainings

We not only keep our own technicians up to date, we also provide customer-specific training and hands-on instruction, tailored to your individual requirements.

As a FLOTTWEG customer, you can rely on competent advice and prompt delivery of original factory spare parts not only from our main office in Vilsbiburg, Germany, but also from service centers worldwide.



FLOTTWEG training sessions – from experts for experts

**Always competent advice offered by our service team:**

**Contact**

Phone: +49 8741 3010

Fax: +49 8741 301-404

From 5 p.m. to 7 a.m.

Phone/fax: +49 8741 91591



Your Flottweg service team in Vilsbiburg



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REPRESENTATIVE