

Service

Westfalia Separator CareTechnology provides **WESERVE®**, a pro-active service program for monitoring, maintenance and related optimising of separating systems. This service is provided throughout the entire service life of separation equipment to provide the best possible value to the business unit's customers.

WESERVE® provides the following services to customers of Westfalia Separator Industry:

- Customised maintenance agreements and rapid and reliable availability of original spare parts
- A world-wide network of sales and service companies as well as sales partners and authorized workshops for specialist assistance throughout the world
- A global communication platform for the interchange of service information
- Training for customer employees on site or in our modern training centre

Westfalia Separator WEWATCH®

WEWATCH® is a program for condition monitoring 'offline' on the customer's premises or 'online' from our control centre. It provides:

- Daily remote retrieval of operating and performance data by our service engineers
- Regular comparison of adjustment data
- Immediate check and evaluation of data in our service centre

- General monthly result reports
- Integrated automatic fault notification system
- Immediate notification of the customer/operating personnel in the event of negative deviations and communication of proposed improvements
- Comprehensive assistance provided by Westfalia Separator as required

Westfalia Separator WEWATCH® guarantees maximum performance availability and avoids unplanned downtimes with low personnel expenses. As a result of the early notification of wear, reduced performance can be avoided, maintenance work can be planned in an optimum manner and scheduled for times when production is slow.



