

Service

This business unit is experienced in preventive monitoring, maintenance and optimising of separation systems, is familiar with the international standards and regulations concerning safety and environmental protection, and ensures the cost-effectiveness of separating investments throughout their entire service life in line with our life cycle benefit philosophy.

With this range of pro-active services, which are always put together to meet the specific needs of a customer, our customers can avoid unplanned downtimes of their separation systems (e.g. due to normal wear of parts operating under high loads), plan maintenance costs and maintenance times more precisely and permanently ensure constantly high installation performance.

Based on an extensive worldwide network of sales partners and service companies, our range of services comprises the following under the brand WESERVE®:

- Advice in the planning phase of separation investments on the basis of a comprehensive analysis of performance requirement and ambient conditions
- The status analysis of existing separating systems with the precise definition of the causes and consequences of problems as well as the recommendation of solutions
- Agreement of specific pro-active measures, including the quick replacement of key components (e.g. bowls, scrolls), WEWATCH®, the preventive telemetric status monitoring of installations and individually configured service packages

- Central coordination of all service measures, including telemonitoring and 24-hour availability via our MASS Center in Hamburg
- The reliable and rapid provision of original spare parts of a quality that can only be guaranteed by the manufacturer – including comprehensive guarantees
- Specialist maintenance and repairs of separation installations by our experts or authorized workshops
- Thorough training for operating personnel provided by our specialists on site or in our training centre

In the marine, energy, oilfield and industry markets, the business unit Service ensures the excellent performance of separation machines, systems and process lines by way of a pro-active service concept. In this way, customers benefit from valid decision-making principles for new investments and performance optimising, and also benefit from measures that avoid problems and risks to protect their investments.