

CUSTOMER SERVICE AT NESS

Our customer service:
Competent and reliable

NESS
The Process Heat Company



WORLDWIDE



HOLISTIC



QUALITY

Our specialist staff often **detects and fixes problems** at an early stage and ensures the high availability of your plant

We are on duty for you worldwide

OUR SERVICE AT A GLANCE



From assembly to conversion

FROM ASSEMBLY TO CONVERSION: YOU'VE COME TO THE RIGHT PLACE

Whatever problem you may have - we are optimally prepared for worldwide, rapid deployment.

One thing is for sure: from commissioning to maintenance, the annual system and safety inspection and repairs, our customer service has everything that matters to you in each individual case: experienced specialist staff, optimum tools and state-of-the-art measuring equipment.

We attach great importance to a partnership and long-term cooperation, which is why we take care for you throughout the entire life of your system and help you with any problems and questions that arise.



Revisions and
plant / safety inspection



Maintenance and
inspections



Spare parts supply
from a single source



Repairs /
Maintenance



Consulting
and training



Commissioning
of plants



Conversions
and assemblies

OUR TOTAL CUSTOMER CARE SERVICE IS WAITING FOR YOU

Feel free to contact us!



01 Consulting and training

We are happy to inform and advise you when it comes to optimising your heating system. Of course, this also applies to major repairs or major conversions. Our specialist staff will also provide you with reliable and competent advice on remote monitoring and measurement and control technology. We provide specific and individual training for operators, operating personnel and maintenance personnel of heat transfer oil systems.

02 Revisions and plant / safety inspection

Our service team is always at your disposal:

- For revisions of your plant
- Accompaniment of the examiner of periodic inspections
- Preparation and presentation of the plant (MSR, flue gas and medium side)
- Annual plant and safety inspection by a competent person

03 Spare parts supply from a single source

- Preparation of spare parts lists and spare parts quotations
- Supply of all types of spare parts for heaters, boilers, fittings, pumps and firing systems as well as instrumentation and control technology

04 Commissioning of plants

For a long service life, it is absolutely necessary to commission the entire system professionally and to monitor it continuously.

This enables you to achieve the highest system availability, optimum efficiency and low operating costs.

Our commissioning department looks after your heater/boiler systems, firing systems and I&C systems.

05 Maintenance and inspections

Regular maintenance ensures operational readiness and increases the service life:

- Checking the flue gas side for corrosion, the brick lining, the seals, etc.
- Flue gas side cleaning of the heater
- Medium inspection, internal inspection, water analysis on site, oil analysis by specialist laboratory
- Cleaning on the medium side
- Checking the MSR technology
- Visual inspection of the general condition
- Checking the firing system (burner) and control system
- Emission measurement of the burners
- Valve control
- Checking the auxiliary units
- Test report and customer advice
- Remote maintenance options

06 Repairs / Maintenance

All repairs to your heater/boiler system are carried out quickly, inexpensively and competently, such as:

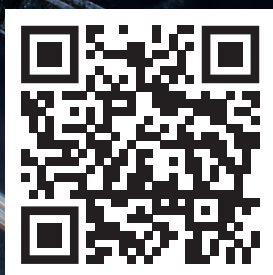
- Work on pressurised components by our tested and certified welders
- Repair or replacement of coils and heating surfaces
- Installation of spare parts
- Repair or replacement of brick lining on the heater

07 Conversions and assemblies

Conversion and modernisation of facilities:

- Conversion and additions for operation
- Extension of existing plants
- Relocation of existing plants

WE LOOKING FORWARD TO HEARING FROM YOU



**MORE BROCHURES
AND FACTSHEETS
AT WWW.NESS.DE**

NESS

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Emergency number
Outside office hours

Monday to Friday from
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