



AFTER-SALES SERVICE AERZEN ASIA-PACIFIC



AERZEN

STRIVING FOR PERFECTION FOR OVER 150 YEARS: A WORLD OF SERVICES FROM AERZEN.

No technology is free from wear and tear. Our machines are designed to do their job efficiently for decades and with AERZEN'S after-sales services we can help to extend their life span. A real plus for your investment!



Compliments of your OEM.

We have been manufacturing quality products for over 150 years - while at the same time developing customised services to support them. With custom-made packages for each phase in your machine's life span, focusing on original OEM parts, reliable logistics and high-performance services. Our decentralised service centres are near you to guarantee rapid delivery of spare parts and competent service, no matter where you are.

Our strategy: be there whenever you need us.

We guarantee optimal support for our machines all over the world - not just in our classic markets, but more and more in emerging economies and non-industrialised countries such as the Asia Pacific region. There are over 2,000 AERZEN employees at work across the globe.

CONTENTS

SERVICE AND SPARE PARTS CENTRE	4
ON-SITE SERVICES	6
AERZEN AFTER-SALES SERVICE : AN OVERVIEW	8
Original Spare Parts	8
Service Kits	8
Lubricants	9
Maintenance Contracts	9
Machine Diagnosis	10
Replacement Stages	10
CONTACT US	11

AERZEN have been building quality and reliable products since 1864, as this is our commitment to our customers. Over the years, I have seen many of our machines are still in good operating conditions whereas many of our competitors' machines have stop operation before reaching their expected life span.

At AERZEN, we have always regard after-sales service as a key factor in achieving optimum longevity of our machines. AERZEN original spare parts are specially designed for our machines, to withstand high degree of reliability and safety. In addition, AERZEN after-sales service offers warranty and quick identification of the correct parts as well as short delivery and reaction times. In short: Confidence is good – Original is better!



Klaus-Hasso HELLER
Chief Executive Officer
Aerzener Maschinenfabrik GmbH



Chuck LIM
Regional Vice President, Asia Pacific
Aerzener Maschinenfabrik GmbH



THE SERVICE AND SPARE PARTS CENTRE.

You can expect reliable performance from AERZEN machines. If for any reason you require maintenance or repair, that is where our services come in. Our technicians are factory trained in restoring your machines to working order as quickly as possible.

Must haves: original parts.

Only “Original Equipment Manufacturer” (OEM) parts can guarantee the pinpoint accuracy you need. Despite standardised terminology, there are always small differences in the manufacturing process that in extreme cases can drastically reduce a machine’s life span. Don’t risk it by using so called “similar parts”. The result can be catastrophic failure of the complete machine. You are on the safe side with OEM parts. We guarantee it!

Quality as a function of OEM.

- Our own cleaning facilities
- Our own testing facilities
- Short throughput times
- Optimised storage, workflow and spare parts logistics
- Replacement of worn-out parts with OEM originals





WELL-EQUIPPED IN-HOUSE FACILITIES

ON-SITE SERVICES FROM AERZEN.

Good to know: AERZEN is there when you need us, we are just a phone call away. Our service experts can be there quickly whenever you are faced with technical problems or unexpected downtimes.

Professionals to the rescue.

Regardless of whether your AERZEN unit needs maintenance, inspection, preventative work, or overhauling, AERZEN on-site services are always at your disposal. This is because we have service centres strategically located around the world, highly trained professionals, and decentralised spare parts and supply centres. Our regional service hotlines can help with urgent technical questions, even if you have to call them outside normal business hours.

OEM competence – with safety passport.

Our service technicians have the knowledge and years of experience to apply the right solutions for the secure operations of your units. They have also been certified in the safety measures enforced in their regions. This helps to eliminate time and ad hoc training sessions.

Ready for offshore deployment.

AERZEN services have been put to the test on drilling platforms and other offshore facilities. Specially trained experts will take care of your AERZEN units even under extreme conditions. These technicians have successfully completed basic training for safety on the high seas as well as Helicopter Underwater Escape Training (HUET).

AERZEN on-site services include:

- Inspections
- Commissioning
- Overhauling
- Repairs
- Maintenance based on AERZEN checklists

Our bonded inventory in Singapore for the APAC region.

Singapore is the Asia Pacific's headquarter for AERZEN and also the inventory hub for the region. AERZEN in Australia, China and India also maintain their respective stocks level for immediate local needs.

In our Singapore bonded warehouse, a substantial spare parts inventory are kept for most of the standard blowers and compressors. Spare part kits and also bare shafts / stages are on standby to answer most emergency replacements in the region.



On-site services



PROFESSIONALLY TRAINED SERVICE ENGINEERS

AERZEN AFTER-SALES SERVICE: AN OVERVIEW.

At AERZEN, we regard after-sales as a key factor in achieving optimum longevity of our machines. Therefore from original spare parts, lubricating oil to maintenance contracts are very important to avoid experimentation!



Spare parts from AERZEN. Quality that pays for itself

Original Spare Parts.

AERZEN Original spare parts are carefully selected with the correct specifications required for the optimum operation of your machines. While you may save a few dollars in using similar locally bought spare parts, you might be risking the life span of your machines. The small difference in cost can ultimately save you a lot more in the future.

- Spare parts designed especially for our compressors and blowers
- Highest possible quality
- Support for identification, procurement, installation



AERZEN service kits - always the right choice

Service Kits.

Carefully assembled kits with precisely those parts you need for maintenance and repair will save you time and money while minimising machine downtimes. No more reading through parts lists, no more annoying orders and delivery problems.

- Drive shaft sealing kit:
radial shaft seal(s), inner ring, lubricant
- Complete sealing kit:
Piston rings with ring holders, oil level indicator with O-rings, sealing bushings, oil splashes, screw plugs with seal rings, drain valves with seal rings, shaft key and drive shaft sealing kit
- Bearings kit:
Set of ball bearings or roller bearings, bearing compensating disks or disk springs



AERZEN special lubricants - always the right choice

Lubricants.

AERZEN machines requires good lubrication for better performance, especially when you use the lubricants specially designed for them. The advantages are obvious:

- Longer service life, up to 16,000 hours
- Resistant to:
 - Temperature
 - Humidity
 - Mechanical stress

High-performance lubricants such as our Delta lube 06 for precision machines - a small investment with a high rate of return. For longer service life of your AERZEN stages. Speciality oil : food grade, landfill gas oil are also available.



Standard / Customised service contracts from AERZEN

Maintenance Contracts.

Leave the maintenance of the machines to us, the experts in our field, with customised AERZEN maintenance or overhaul contract. Contracts are available at fixed prices, tailored specially to your machine's configuration and your requirements.

- Flexible contractual periods
- Current status assessment
- Inspection of important unit components
- Includes maintenance
- Includes OEM spare parts
- Recommendations for additional maintenance or overhaul
- AERZEN service hotline
- Preventative maintenance packages at fixed prices



Everything at a glance with our customise bearing detector

Machine Diagnosis.

Machine diagnosis means testing the units for vibration. The goal is to extend the units' run time by measuring their vibration on a regular basis. AERZEN's alternative is to measure vibration, temperature and RPM with a mobile device, as well as using an integrated system for constant online monitoring.

- Specialised measuring devices (AERZEN detectors)
- Professional data analysis
- Identification of critical machines
- Economic optimisation suggestions
- Delta Real-Time Monitoring
- Status reports, optimisation suggestions, configurable alarm functions
- Proven reaction routines



Replacement stages in APAC stock

Replacement Stages.

Our extensive stock of replacement stages offers speedy delivery to our customers thus reducing production down time.

- Standard stages in stock
- Blowers
 - Screw compressors
 - Hybrid (Screw blower)
 - Turbo blower

CONTACT US

Contact our AERZEN service centres in the following countries:



Aerzen Asia Pte Ltd

61 Woodlands Industrial Park E9
E9 Premium, #07-01
Singapore 757047
Tel: +65 6254 5080
Fax: +65 6254 6935
www.aerzenasia.com

Aerzen Machinery (SHANGHAI) Co., Ltd.

No. 655 Yuan Dian Road, Min Hang
District, Shanghai 201108, China
Tel: +86 21 3323 9000
Fax: +86 21 3323 9199
www.aerzen.cn

Aerzen Machines India Pvt. Ltd.

E-115/116, G.I.D.C, Manjusar,
Tal. Savli, Dist. Vadodara-391 775,
Gujarat, India
Tel: +91 2667 264 816
Fax: +91 2667 264 818
www.aerzenindia.com

Aerzen Australia Pty. Ltd.

57-59 Rodeo Drive, Dandenong 3175,
Victoria Australia
Tel: +61 3 9188 3684
Fax: +61 3 9706 8584
www.aerzen.com.au

Aerzen New Zealand

Unit 17a Hobill Avenue
Wiri, 2104, Auckland, New Zealand
Tel: +64 9263 9064
www.aerzen.com.au

Aerzen Thailand

450 Sukhumvit 5 Road, Huay Pong
Muang District, Rayong 21150, Thailand
Tel: +66 3801 5488
Fax: +66 3802 0090
www.aerzenasia.com

Aerzen Taiwan Machinery

19F.-1, No.93, Sec. 2, Roosevelt Road,
Da'an District, Taipei City 10646, Taiwan
Tel: +886 2 2366 1650
Fax: +886 2 2366 1651
www.aerzen.com.tw

Aerzen Vietnam

A19 My My Vila, Nguyen Hoang
Street, An Phu Ward, District 2,
Ho Chi Minh City, Viet Nam
Tel: +84 98 345 3373
www.aerzenasia.com



AERZEN. Compression - the key to success.

AERZEN was founded in 1864 as Aerzener Maschinenfabrik. In 1868 we built Europe's first rotary lobe blower. The first turbo blowers followed in 1911, the first screw compressors in 1943, and in 2010 the world's first rotary lobe compressors unit. AERZEN innovations are a driving force behind the development of compressor technology. Today AERZEN is one of the world's oldest and most experienced manufacturers of rotary lobe blowers, rotary lobe compressor, rotary lobe gas meters, screw compressors, and turbo blowers. And in many areas of application, AERZEN is among the undisputed leaders.

In more than 49 subsidiary companies around the world and more than 2,000 experienced colleagues are working intensely on shaping the future of compression technology. Their technical competence, our international network of experts and the continual feedback from our customers are the basis of our success. AERZEN products and services set standards, in particular to reliability, stability of value and efficiency.

The Asia Pacific head office in Singapore leads more than 12 countries with Sales and Service Capabilities. Its service centers are equipped with customised tools and equipment. Together with our factory trained technicians, AERZEN aims to offer the best after-sales service onsite and inhouse.



AERZEN
EXPECT PERFORMANCE