

AERZEN Services

Value factor for your blower or compressed air station



AERZEN
EXPECT PERFORMANCE

The efficient service and spare parts centre

AERZEN machines often run for decades. Should this not be the case, for servicing or maintenance reasons, then, the AERZEN After Sales Service will take care of it for you. Our service technicians are specialised in preparing your machines for tough daily business in the shortest possible time. Independent of our in-house machine production.

Short lead times as the ultimate goal

Our 1,800 square metre Service Centre has been completely designed to keep the time between acceptance and final inspection or delivery of a machine as short as possible. Processes are accelerated by having our own cleaning and painting facilities as well as our own test bench. A defined assortment of over 2,500 different standard parts is permanently kept in stock. A computer-controlled lift system precisely supplies repair workplaces and spare parts delivery with spare and wearing parts. This allows us to pass through standard blower and compressor stages in just 5 to 15 days. The warranty period for repairs and replacement machines is 18 months.



Original parts are a must

Only the parts from an Original Equipment Manufacturer (OEM) guarantee highest quality and reliable use. Despite designations being standardised, design differences exist that can drastically reduce service life in extreme cases. With OEM parts, you are on the safe side. Guaranteed.



Our range of services

- Collection of the machines, including assembly and disassembly
- Use of exclusively OEM parts
- 18 months warranty on exchanged parts
- Complete coating before delivery
- Performance measurements
- Optimised warehouse, workflow and spare parts logistics
- Replacement machines
- Rental machines
- Purchase of used machines
- Repair also of all competitor machines

Perfectly integrated into the factory, the service center guarantees short lead times.



After Sales Field Service AERZEN's on-site service

Do you require regular inspection, maintenance work to be carried out on your AERZEN assembly or do you have a technical problem? Then, the AERZEN Field Service will help you! Our teams, which are present all over the world, know what is important now. Be on site quickly and help competently.

Professionalism quickly on site

No matter whether you require servicing, an inspection, maintenance work or a repair on your AERZEN assembly: the AERZEN on-site service has service bases all over the world and is always by your side - with excellently trained service technicians and decentralised spare parts storage and supply. We answer urgent technical questions via regional service hotlines, even outside our business hours.



Fit for offshore use

AERZEN Services also prove their worth on drilling platforms and other offshore facilities. Specially trained experts take care of your AERZEN assemblies even under the extreme conditions prevailing there.

Our technicians have completed the basic course on safety at sea and the HUET (helicopter underwater escape training = escape from a sinking helicopter).



AERZEN on-site services cover

- Inspections
- Commissioning
- Overhauls
- Repair work
- Maintenance according to AERZEN checklist
- Retrofit
- Updates

OEM expertise with a safety pass

Expertise and years of experience qualify our service technicians to implement the right measures for the safe operation of your assemblies. These technicians have completed safety training courses valid worldwide and are certified accordingly for countless fields of application.

This helps to avoid time-consuming ad hoc training. In Germany, AERZEN service technicians have e.g. the SCC certification (SecurityCertificateContractors), which is required by customers in the chemical and petrochemical industry.



Details of our local bases and services can be found on our website:

www.aerzen.com/aerzen-worldwide

On-site quickly, skilfully and reliably in action.



AERZEN after sales service at a glance

We at AERZEN had established our After Sales Services long before it became the market standard. Little by little we have continued to expand our portfolio. Our service world today is a finely balanced system of tailor-made products and services.

Spare parts

Refrain from experiments! Only original parts provide optimum compatibility and enable full functionality for smooth operation and a long machine service life.

Our services at a glance:

- Warranty on all parts
- Covered for the entire machine program
- Support with identifying the right parts
- Extensive storage of original parts
- Maximum safety with regard to individual product and application requirements
- High quality at low overall costs
- Conversion or retrofitting of: Acoustic hood, belt drive, vibration monitoring, AERtronic etc.



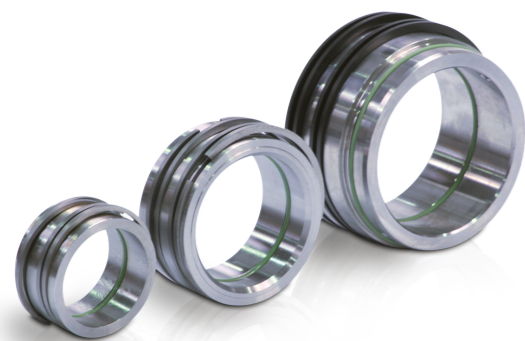
Spare parts from AERZEN. Quality that pays off

Service kits

You save time, money and minimise machine downtimes: The product range includes approximately 1,000 different, carefully assembled kits with exactly the right parts which are required for maintenance and repair. Each individual kit is assembled and packaged to order. No working through bill of materials, no more trouble with incorrect orders or deliveries.

Individual and customised Service Kits

- AERZEN original spare parts at an attractive price
- Service Kits are cheaper than buying spare parts individually
- Reduction of maintenance effort
- Guarantee of perfect functionality
- Increased machine service life



AERZEN Service Kit is always a good choice

Avoid risks and rely on OEM quality.



Special oils

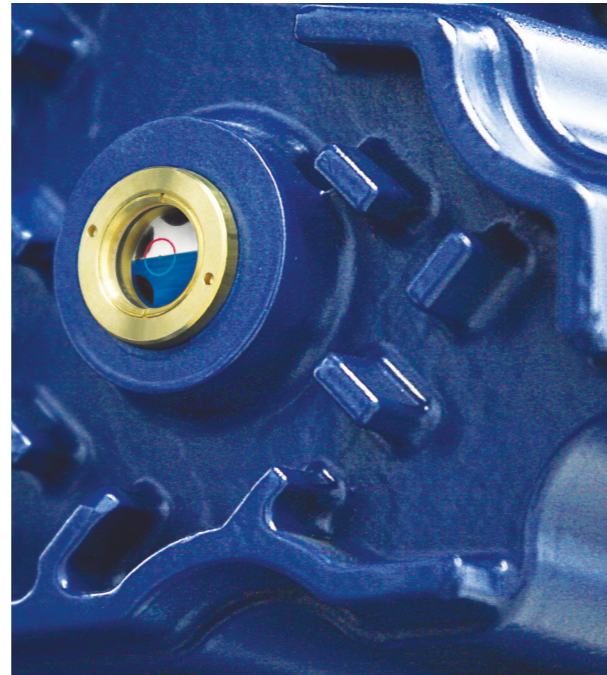
AERZEN machines run like clockwork. And even more so with the right machine oils specially developed for AERZEN. A small investment with a high return on investment. For longer running times of your AERZEN stages.

The advantages are obvious:

- Less service with longer running times
- High temperature and oxidation stability
- Proven viscosity and temperature behaviour
- Excellent cold flow behaviour
- Perfect protection against corrosion and ageing
- Guarantee of optimum running performance and longer service life
- Resistance to temperature, humidity and mechanical loads
- Food grade AERZEN oils are also available

Additional advantages Delta Lube 06

- Elimination of the first oil change after 500 hours
- Extended change intervals of up to 16000 operating hours



AERZEN special oils ensure correct lubrication

Stand-by stages

AERZEN stages are solutions to problems. Should you require maintenance or repair, we will quickly provide a replacement. Due to constant further developments, our stand-by stages are always state-of-the-art.

Your advantages at a glance:

- Mounting and commissioning by our technicians
- 18 months warranty, from date of delivery
- All AERZEN stand-by stages are certified according to ISO 9001, ISO 14001 and ISO 15001
- Cost-effective alternative to a new purchase
- Always at the cutting edge of technology



Stage Pool – your problem solution with 18 months warranty

Versatile and future-oriented service solutions for every area of application.

The new AERtronic - the way into the digital future

The new edition of the AERtronic control system offers a user-friendly and clear possibility for the analysis and processing of relevant process parameters and thus provides more transparency, safety and efficiency. All measured values converge in the new control system and can be transferred to the production control system via common interfaces in order to always operate the plant at the optimum operating point.

The AERtronic is available in three versions:

- Basic:** as a fully digital display instrument
- Advanced:** for active process control
- Premium:** as an intelligent interface with Cloudcompatibility.



The intuitive touch panel of the new AERtronic

WebView

Information transparency 4.0! System optimisation using process monitoring. Whether remote diagnosis via mobile devices or maintenance from a central process control room: AERZEN WebView makes your process data and service information of AERtronic available worldwide on your mobile or stationary device, without additional software.

More transparency, more security, more possibilities:

- Continuous visualisation of the current data
- Worldwide access to the assembly's operating parameters and service information
- Maintenance/fault messages, access to machine history
- Simple and clear maintenance planning
- Current information concerning pending service employments
- Unidirectional access via customary stationary or mobile terminal devices.
- Access via standard internet browser without additional software or app's



AERZEN WebView saves costs through need-based maintenance



You can find further information about our extensive services at:
<https://www.aerzen.com/services>

Automatic re-lubrication devices

Only electric motors that are optimally lubricated can perform their work reliably. Protect them from over- or under-lubrication with the automatic-lubrication systems optimally designed for AERZEN motors.

The correct lubrication is what counts:

- Easy system installation (plug and play)
- Automatic, precisely dosed lubrication of electric motors
- Time intervals individually programmable
- Less personnel and maintenance effort
- Better machine performance in the life cycle

Two systems available:

System Vario: Self-sufficient system thanks to integrated power supply.

System Control: Re-lubrication over service life without danger of over- or undergreasing. Power supply via preconfigured and parameterised AERtronic. Output of fault message at higher viscosity or empty cartridge.



Minimises the risk of failure -
AERZEN automatic re-lubrication systems

Machine diagnostics

During the machine diagnosis the machines are examined vibration-wise with the AERZEN Detector and the main wear parts of the blower or compressor stage, such as the condition of the bearings, are assessed.

Our services:

Data acquisition:

- Determination of the meter run and its documentation
- Worldwide recording of vibration data with the AERZEN Detector

Data assessment:

- Evaluation and assessment based on VDI 3836
- Discussion of results in the form of status reports and/or optimisation proposals.

Your advantages:

- Identification of imminent machine failures and damage
- Assessment of the necessity of machine overhauls
- Increase of machine availability
- Improvement of the plannability of necessary service interventions



Professional data evaluation with the AERZEN Detector

Acoustic Optimisations

AERZEN machines run quietly. But every environment is different. Our acoustic evaluation specialists will help you quickly and sustainably.

The acoustic evaluation includes:

- Analysis of the conditions at the installation site
- Acquisition of measurement data
- Determination of disturbance variables according to ISO 9614
- Optimisation proposal with quotation

We carry out acoustic evaluations for you in the planning and project planning phase or carry out acoustic optimisations for existing plants.



Acoustic investigation with 360 degree view

Profit from our experience and use the advantages of the **AERZEN** service world.

Service Contracts

Availability can be arranged. For example via an individual maintenance contract with AERZEN. Available at a fixed price and specially tailored to your machine or machine configuration or optimised as a flat rate for your AERZEN assembly(ies).

System availability can be agreed:

- Flexible contract terms
- Assessment of the actual situation
- Control of the important assembly components
- Inspection and maintenance work
- OEM spare parts included
- Recommendation of further measures for maintenance/overhaul
- AERZEN Service Hotline
- OEM service at a fixed price
- High availability at a low price
- Maximum system availability
- Minimal machine failures/downtimes



Tailor-made service contracts from AERZEN

Training courses/training centre

Your specialists know their trade. Reason enough to further increase the value of this resource. Because more expertise also increases the added value of your company.

More expertise for your technical staff:

- Training either at your site or at our factory
- Basics for operation and maintenance of AERZEN assemblies
- OEM expertise as an internal resource, quickly available at your company

The trainings offered refer to the AERZEN standard assemblies: Delta Blower, Delta Hybrid and Delta Screw. The courses are practice-oriented and also include assembly accessories.



Trainings are the key to success

AERZEN rental machines The international rental service

It's good to know that you're ready for anything! AERZEN Rental Division provides fast solutions for 100% oil-free air for almost every industry segment.

Our stock of rental machines includes a large number of ready-to-use blowers, turbo machines and compressors of various performance stages and for all common pressure ranges. Our engineering department is very familiar with your applications, which is why our solutions fit seamlessly into your process.

Turnkey services:

- Product realisation
- Directly available rental assemblies
- Operating leasing and contracting
- Tailor-made to your specific requirements
- Lightning-fast service with 24/7/365 hotline
- Transport/Delivery from depots throughout Europe
- Commissioning by qualified personnel
- Maintenance of the machines
- Rental of extensive accessories:
 - Power cable/power supply
 - Piping
 - Cooler & dryer
 - Aeration plates for wastewater treatment plants
 - Transformers
 - Diesel generators



Contact us:
24/7 Hotline: +31 (0) 88 9100 000
info@aerzenrental.com
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AERprogress DigitalE Transformation of blower technology

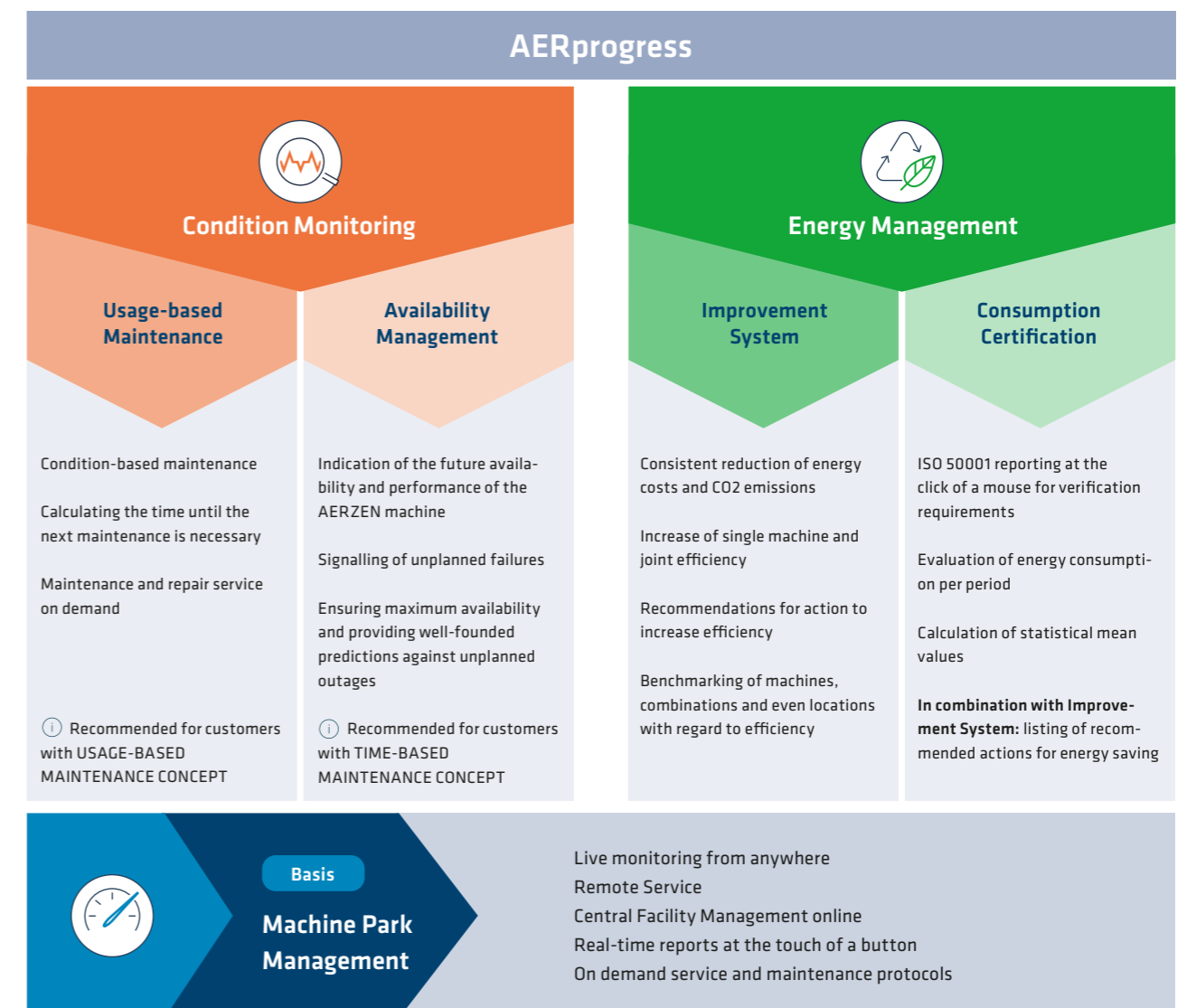
Data-based services have the potential to support you in the operation of your compressors or blowers to a completely different extent than before. The automated collection, evaluation and analysis of data provides you with tailored information, reports and recommendations for action.

Machine Park Management and Remote Service for digital future

Thanks to its Cloud-based platform, AERZEN is paving the way into the digital future of compressor technology. As a basic package, AERZEN offers the user-friendly Machine Park Management as well as a remote service. Thus, the customer has the possibility to see transparently the operating status of all installed AERZEN machines including the control technology. This enables the operator to get an overview of all machines and facilities on an interactive world map. By

displaying the machine status on the dashboard, the mode in which the machine is running (operation, malfunction, pending maintenance, etc.) can be identified at first glance. In this way, the customer is always informed about the current status of his machinery, can take quick action if action is required and can also instruct or have action taken remotely.

In addition to Machine Park Management, other add-ons can be selected from AERprogress. You will find these in the diagram below and under: www.aerzendigital.com



Everything – expect ordinary

The service world of **AERZEN**

The long service life of AERZEN machines is legendary. So why is service an issue at all? Because it's about more than availability and OEM original parts. The services from AERZEN secure investments, productivity and a decisive competitive edge. And this worldwide.



AERZEN on-site service

Our service teams work where our machines are. All over the world. Onshore or offshore. Often under extreme conditions. How do we achieve this? With short distances. AERZEN has a dense network of service centres and decentralised parts warehouses around the globe. More than 200 excellently trained service technicians can come to your aid from there. Any time and anywhere you need us

For rental service and other services

AERZEN's service world has a lot on offer. Tailor-made service kits, for example. Replacement stages, machine diagnostics, sound optimisations. One of our most important services is AERZEN Rental Division, which provides a large fleet of rental machines. Blowers, turbo machines and compressors - made by AERZEN. In a wide range of performance classes. For all common pressure ranges. Can be used immediately and delivered turnkey on request. What does that mean for you? You are also well prepared for unexpectedly upcoming needs
www.aerzenrental.com



Contact worldwide

2,500 employees work for AERZEN. On every continent. With six sales offices in Germany alone, we're there for you. And with 50 subsidiaries in over 100 countries around the world. Hence we're never far away – should you ever need us. Give us a call:
+49 5154 81 0

Service-Infoline

Our German Service Centre is available for customers and operators. We are happy to help you. We look forward to your call:
+49 700 49318551

Customer Net

Where you can learn more about the company and the leading compressor technologies from AERZEN? It's simple: In our Customer Net on our website, where we have stored everything that is worth knowing for you:
www.aerzen.com



LET'S TALK

Find your local contact

www.aerzen.com/worldwide

AERZEN Compression is the key to success

AERZEN was founded in 1864 as Aerzener Maschinenfabrik. In 1868, we built Europe's first positive displacement blower. The first turbo blowers followed in 1911, the first screw compressors in 1943, and in 2010 the world's first rotary lobe compressor package. Innovations made by AERZEN keep driving forward the development of compressor technology. Today, AERZEN is among the world's longest established and most significant manufacturers of positive displacement blowers, rotary lobe compressors, screw compressors and turbo blowers.

AERZEN is among the undisputed market leaders in many areas of application. At our 50 subsidiaries around the world, more than 2,500 experienced employees are working hard to shape the future of compressor technology. Their technological expertise, our international network of experts, and the constant feedback we get from our customers provide the basis for our success. AERZEN products and services set the standard in terms of reliability, value and efficiency. Challenge us.



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