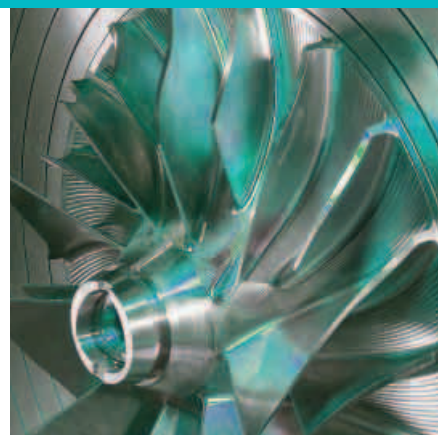




»» The real clue to success:  
Individual solutions for service and maintenance



### *Medicare for your plant*

You insist on the best healthcare for your family members - your plant deserves the best too. As with living organisms, your plant's health depends on the vitality of just a few critical organs.

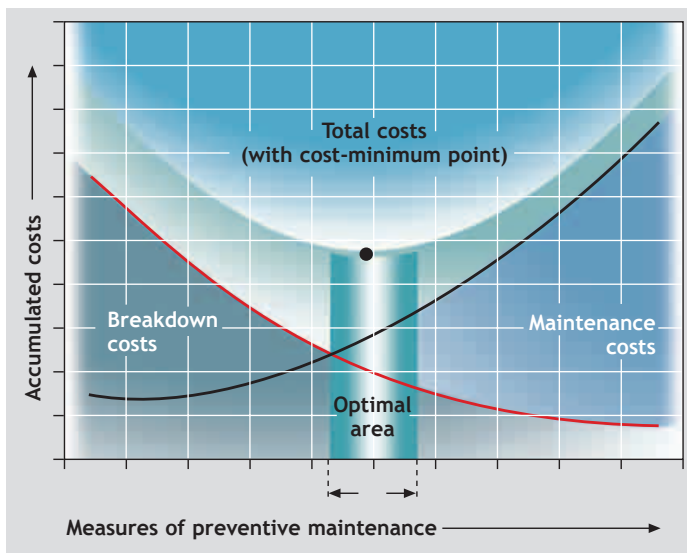
» In everyday operation, high performance and reliability mean everything

### *Cost effective services*

The life of your chiller or heat pump is greatly determined by the quality of support provided by the manufacturer after sales. At Friotherm, we look at our customer plants as being part of the family. It is our very own intention that equipment supplied by us stays in good working order at all times. For this reason, we run our advanced service and maintenance organisation.

Although all components installed in Friotherm's liquid chillers and heat pump units have passed the most stringent tests to guarantee a long life, each plant needs basic service and maintenance to ensure maximum performance at all times.

Friotherm is an original equipment manufacturer (OEM) and boosts an ever improving compressor and packaged plant line. The main focus is set on thoroughly satisfied customers becoming dedicated partners.



### *Friotherm is committed to serve you*

We provide professional assistance from longstanding experience, based on advanced compressor technology and intimate refrigeration know how. We strive for local service and maintenance solutions to serve you in a cost effective way. Our service engineers and the spare parts logistics are on duty 24 h/365 days for customer back-up regarding compressor care and plant maintenance.

*Cost effectiveness is the goal of economical maintenance*

## » Assistance for a lifetime



*Friotherm customer service is provided by highly experienced, well trained professionals. They are aware of the fact that a chiller or heat pump is supporting our clients business and therefore act with a high sense of responsibility.*



*All components of a centrifugal compressor from Friotherm are designed with a total system focus that embraces single parts, compressors, units and applications.*



*The early planning stage is the most essential in any product development process. At Friotherm we set tough goals regarding reliability, performance, ease of service and support.*

### After sales

The responsibility for maintaining compressor and plant reliability is an integral part of the equipment supplied by Friotherm.

## » Reduce lifecycle costs with competent technical, commercial and logistical advice

### Life cycle engineering

We offer cost effective compressor and plant maintenance schemes to minimize life cycle expenses. Of course, all our proposals are based on your very specific plant. You may choose your optimum solution:

- Friotherm's rotating compressor maintenance services "just in time"
- Service and predictive maintenance contracts adapted to your requirements
- On the job training of your own maintenance personnel

- Diagnostic support services and retrofits
- Compressor overhauls and upgrading on site or in our workshop

All these factors help you to keep a successful operating record. Let us be your partner when it comes to installation, commissioning, diagnostic, maintenance and repair of centrifugal compressors on site. Together with the required technical background, we have the

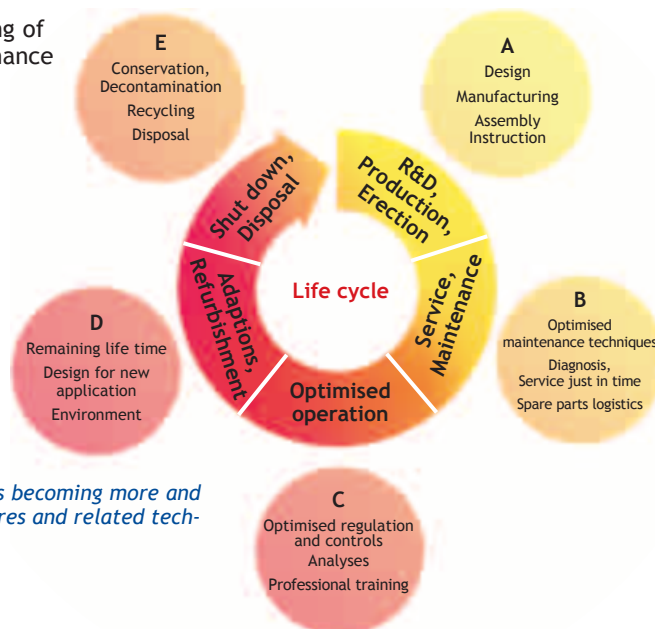
resources, experience and necessary documentation at hand. Of course, this also applies for engineering back up.

### Engineering services

Sometimes, all you need is a recommendation, or reassurance of operation or maintenance aspects. You wish to change the operating set points of your plant? Effects of process alterations on performance of compressor and plant are evaluated carefully, always considering the very specific design of your installation. Highly valuable data is produced for compressor revamp and retrofit of the plant. But whether technical assistance or refined engineering services, the quality support remains the same. Take our advice.

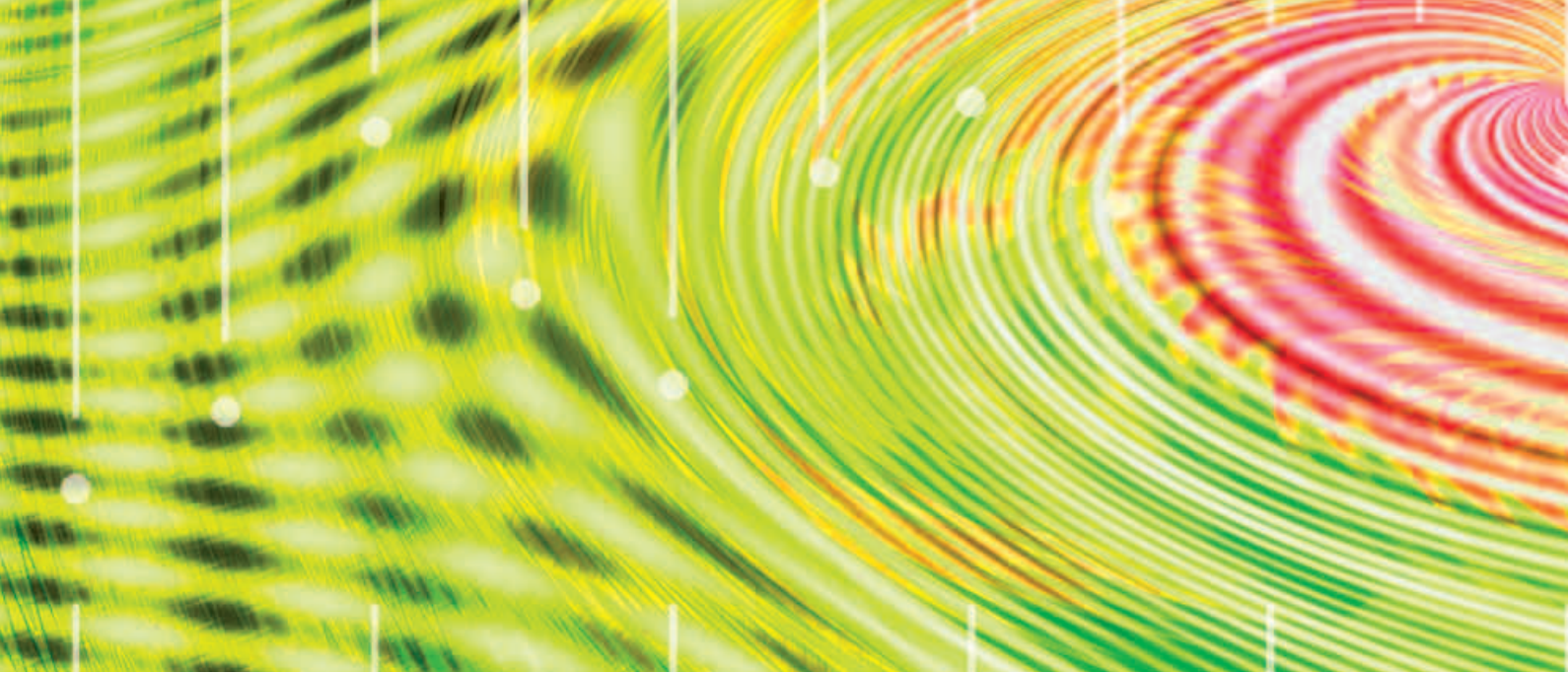
### Global customer support services

We develop and implement service solutions based on industry-specific technologies. Our service engineers are ready to attend to all your compressor and plant needs 24 hours a day, and ensure world-wide fast attendance, wherever you are. We are fully dedicated to give you quick assistance and to help save valuable plant operation time. Call your designated Friotherm service centre. We will dispatch an engineer from the closest possible service location to give you professional assistance. For guidance visit us at [www.friotherm.com](http://www.friotherm.com).



Life cycle engineering is becoming more and more important: Measures and related technologies.





### *We care*

To support the efficiency of equipment supplied, Friotherm guarantees the availability of spare parts for the lifetime of compressors and plants.

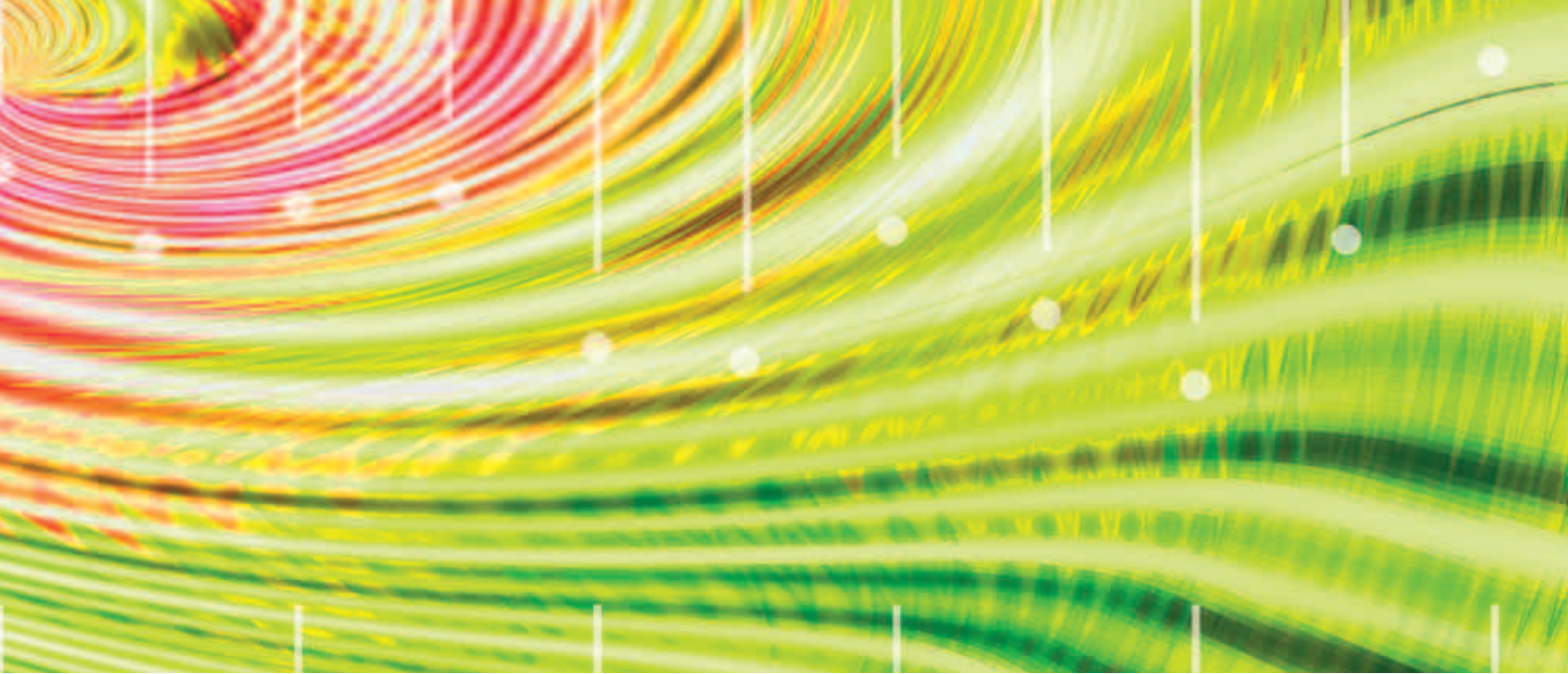
» We maximize the availability and performance of your plant at optimal costs

### *Advanced spare parts logistics and maintenance*

Early planning for the case unlikely to happen may sound strange, but can save valuable time and undue worries. Whether for scheduled maintenance or in emergencies, the use of original spare parts is ultimately the most economical choice and effectively protects the operational reliability of your facility. Our spectrum of spare part supplies covers all strategically important components of your refrigeration plant and heat pump installation.

### *Professional training for your personnel*

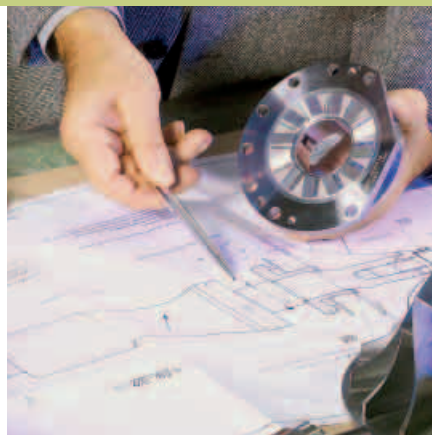
Your operational and maintenance personnel have a major influence on the reliability – and therefore also on the profitability of your chiller or heat pump. Our service and maintenance engineers are all well trained professionals. Their up-front experience has yielded a wealth of knowledge. We offer training seminars to customers' maintenance staff, geared specifically towards their individual compressor and plant.



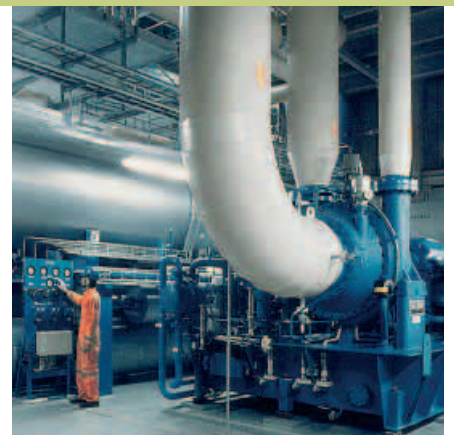
» whenever - whatever - whoever  
always top quality



*Spare parts for Uniturbo® compressors of Friotherm are quality tested and certified, thus safeguarding the efficiency of your chiller or heat pump.*



*Professional training for your operating personnel is of high quality and demanding. It is our goal that participants are able to successfully operate your chiller or heat pump.*



*Friotherm service produces and supplies spare parts as well as services with the aim to ensure the overall value of chillers and heat pumps delivered by Friotherm.*



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