

NATUS

INDUSTRIAL SOLUTION SYSTEMS

SO RELIABLE!

AS SERVICE PARTNER

Customer service | Commissioning | Industrial assembly
Small installations and assemblies





NATUS AS SERVICE PARTNER

SO RELIABLE!

What we do for customer satisfaction...

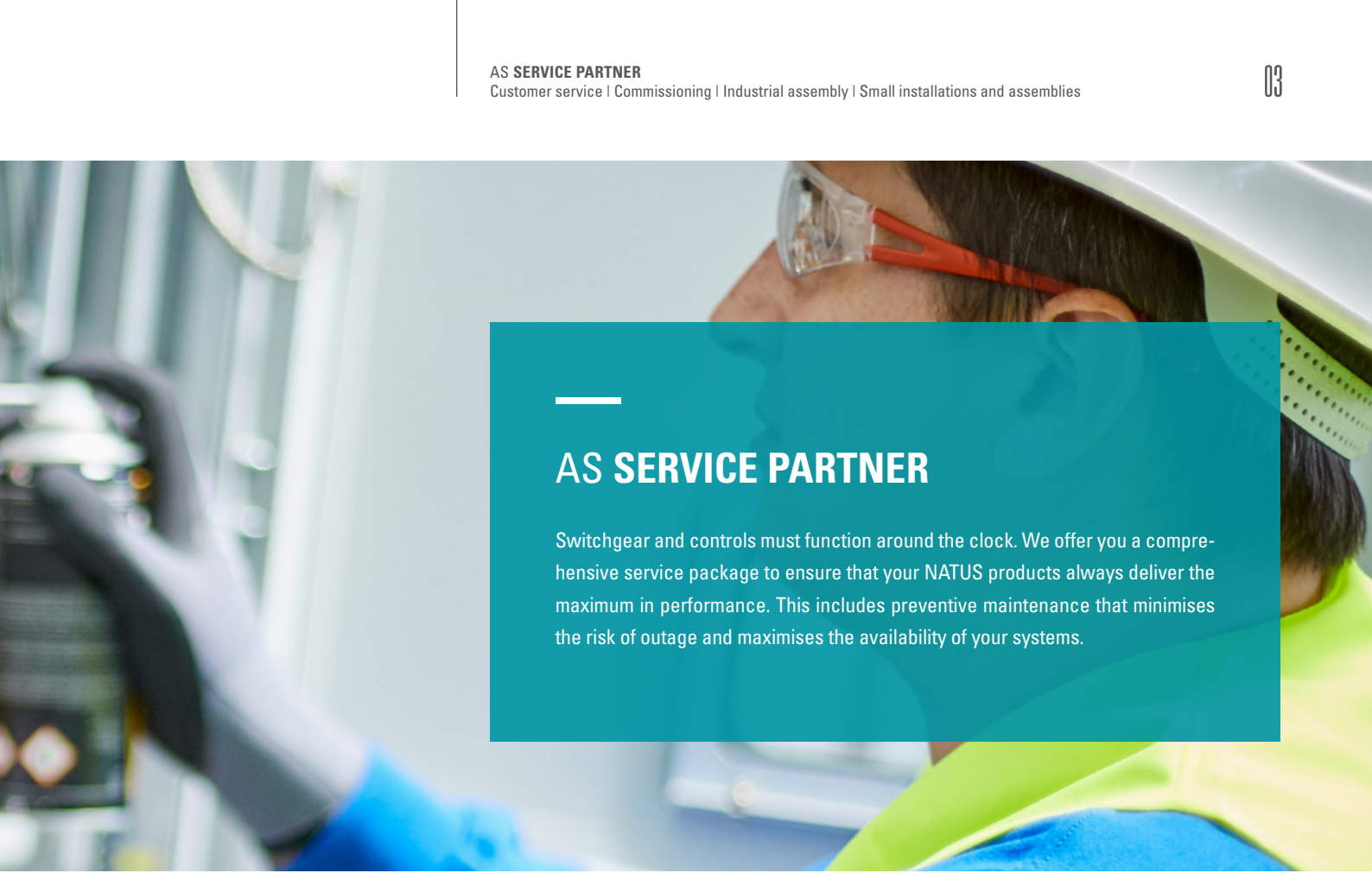
As a specialist in low- and medium-voltage technology, control technology and machinery control systems, we develop a service and maintenance plan that is appropriate for the budget and timescale and specific for the customer and the system. Our range of services extends from inspection, maintenance and repair work, to service and maintenance contracts, spare parts, on-site servicing, advice and optimisation, plus support for your NATUS products throughout the entire life cycle.

You can reach us at any time via our **24-hour hotline for technical emergencies** – here and abroad: **+49 651 1449 555**. During regular working hours (Monday to Friday, 8am to 5pm), you can also get support from our experts.

These can also be reached via the following email address: **service@natus.de**.

As a service partner, NATUS provides expertise and global experience to maximise the rate of return and availability of your systems and minimise operational downtime. We also make a significant contribution to increasing personnel safety in your company. Our goal is customer satisfaction. We are there for you - NATUS, your service partner.

FRANK NATUS
Managing Partner



AS SERVICE PARTNER

Switchgear and controls must function around the clock. We offer you a comprehensive service package to ensure that your NATUS products always deliver the maximum in performance. This includes preventive maintenance that minimises the risk of outage and maximises the availability of your systems.

NATUS BENEFITS

- NATUS service hotline
- Customised service plans for servicing, expansion and retrofitting services
- Original manufacturer service
- Qualified, certified experts
- Worldwide service

TYPICAL AREAS OF APPLICATION

- Waste disposal
- Plant construction
- Automotive industry
- Mining industry and steel mills
- Chemicals and petrochemicals
- Glass industry
- Infrastructure
- Power stations
- Machine construction
- Oil and gas industry
- Pharmaceutical industry
- Data centres
- Steel and metal industry
- Transformer stations
- Water management
- Pulp and paper industry
- Cement industry
- and many more

CUSTOMER SERVICE

SERVICE IS VALUE RETENTION



Our comprehensive services and products guarantee the operational readiness and availability of your switchgear systems, energy distributors, and system, process and machine control systems.

With our expertise, garnered over 60 years, and the global project experience of our qualified and certified service technicians, NATUS provides a capable team for life cycle servicing support – because service is value retention.

Customer service is trust. Make sure your switchgear and systems technology is only maintained by those who know it best – the manufacturer.

NATUS SERVICES

- Service contracts
- Maintenance and retrofitting
- Inspections
- Analyses
- Conducting and evaluation of network analyses
- Repair and maintenance services
- Spare parts and consumables
- Replacement withdrawable units
- Replacements
- Expansions
- Testing
- Engineering services
- Migration process control technology / automation systems

NATUS BENEFITS

- Guarantee of availability
- Increase in efficiency
- Value retention
- Customised service plan
- Original manufacturer service (OEM service)
- Qualified, certified experts
- 24/7 service hotline
- worldwide service

Switchgear systems are valued assets. Benefit permanently from your investment with the reliable NATUS service.



MAINTENANCE

Preventive and anticipatory

Technical reliability and smooth functioning are what distinguishes NATUS switchgear systems. However, professional maintenance is essential - especially when the equipment has been used in accordance with the manufacturer's guidelines.

Under German Social Accident Insurance (DGUV) Directive 3, the operator must ensure that checks are carried out regularly that electrical systems and equipment are in an orderly condition. That applies to switchgear too.

Every company must demonstrate compliance with this regulation by running a standard-compliant test on all electronic devices. Preventive and anticipatory maintenance guarantees reliable operation and reduces the risk of system downtime.

NATUS SERVICES

- Electrical and mechanical functional tests
- Testing and cleaning of insulation parts
- Greasing and oiling of mechanically moving parts
- Checking the stability (torque and contact resistance) of electrical connections
- Testing and maintenance of switchgear
- Replacement of faulty components
- Functional testing of protective equipment
- Documentation of the performed work
- Recommendations for further maintenance steps

NATUS BENEFITS

- Increase in personnel and system protection
- Reduction in unexpected malfunctions
- Guarantee of availability
- Increase in operating lifetime
- Value retention
- Fulfilment of your obligations as an operator (maintenance logs in the event of damage)
- Time- and cost-savings

From concept creation to engineering, implementation and approval, NATUS is your guide through the tense area of standards and legal requirements.



RETROFIT

Cost-effective – sustainable – up-to-date

Reliable and highly available supplying of electrical energy to consumers is of fundamental significance. To guarantee this, NATUS switchgear systems are designed for an operating life of several decades.

During this time, the requirements on the system itself will change, and the technology will move on as well. Hence the question of whether to retrofit or replace your systems is generally inevitable.

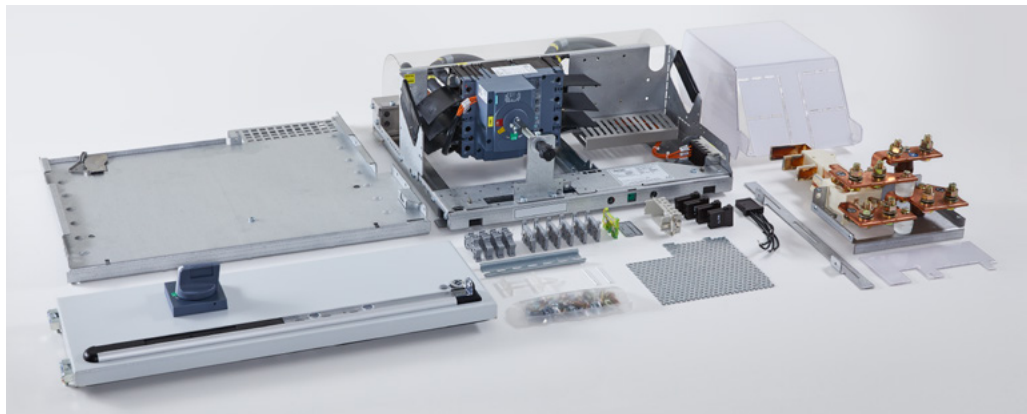
With its retrofitting activities, NATUS offers you an alternative to new purchases – modernisation of your switchgear or components – cost-effectively – sustainably – up-to-date.

NATUS SERVICES

- Retrofitting solutions for NATUS medium- and low-voltage switchgear
- Panel expansion with original parts or current technology
- Finalisation / extension of reserve cubicles
- Increase in personnel and system protection
- Increase in the level of automation
- Incorporation of state-of-the-art technology
- Documentation of the performed work and updating of the switchgear documentation

NATUS BENEFITS

- Increase in personnel and system protection
- Reduction in unexpected malfunctions
- Guarantee of availability
- Increase in operating life
- Value retention
- Fulfilment of your obligations as an operator (standards, legal provisions)
- Increase in productivity
- Time- and cost-savings
- Extension of the life cycle
- More cost effective than full replacement
- Pre-manufacturing as far as possible, thus minimising shut downs
- Recording of measurement values to comply with DIN ISO 50001 (energy efficiency)
- Extended availability of spare parts
- Adaptation to current standards and legal requirements



SPARE PARTS

Fast and smooth

Technical reliability and smooth functioning are what distinguish NATUS switchgear systems. However, the components used by us are still subject to an ageing and wearing process.

Faster access to spare parts thus ensures the availability of your processes, with original manufacturer quality.

We use our experience to support you in choosing and prioritising spare and consumable parts. You decide the level of stockpiling.

REPLACEMENT WITHDRAWABLE UNITS

Replacement withdrawable units are strategically important spare parts for medium- or low-voltage switchgear systems that use withdrawable unit technology.

If you are enhancing or modifying your NATUS switchgear system with additional withdrawable units, or want to replace existing ones, we can provide the right solutions as the original manufacturer.

NATUS SERVICES

- New supplies
- Mechanical and electrical functional tests
- Modification / retrofitting / enhancement / upgrading
- Maintenance
- Documentation

NATUS BENEFITS

- Extended availability of spare parts and withdrawable units
- Original manufacturer quality
- Customised configuration according to your specifications
- Worldwide service



Please use our enquiry form on www.natus.de so we can quickly and reliably identify your switchgear.

* iOS: Start camera and point it at QR code.
Android: Free QR code apps available in Playstore.



COMMISSIONING

CERTIFIED – QUALIFIED – DOWN-TO-EARTH

Benefit from our
years of experience.

The commercial success of your project is largely dependent on the smooth, fast commissioning of your systems and processes.

So only let experts who know your system best – the manufacturer – carry out the maintenance for you.

Our experienced team of certified technicians and engineers will carry out cold or warm commissioning for you – anywhere in the world.

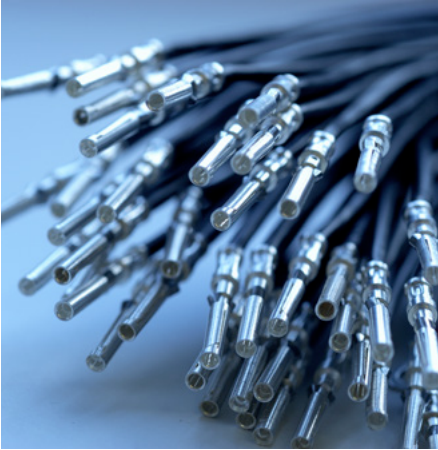
From the initial functional tests for the system to efficient incorporation into your production process, you will be supported by our specialists, who are certified – qualified – down-to-earth.

NATUS SERVICES

- Commissioning of our electrotechnical systems
- Custom configuration according to your specifications
- Functional testing, sample run and documentation
- Support during production start-up
- Briefing and training of your staff
- Additional services on request

NATUS BENEFITS

- 24/7 service hotline for technical emergency here and abroad
(phone +49 651 1449 555
service@natus.de)
- Worldwide commissioning by experienced team of certified technicians and engineers



SMALL INSTALLATIONS AND ASSEMBLIES

IDEAS AND SOLUTIONS THAT ARE INTRIGUING

The options in our highly modern range of machinery guarantee the production of mechanical assemblies that meet even unusual standards.

Powder coating here guarantees optimal protection against corrosion. Combined with the corresponding electrical extension, this means efficient manufacturing for you while retaining short delivery times – all under one roof.

From concept to series production, our engineers develop innovative products and customised solutions for industry, machine construction, building technology – ideas and solutions that are intriguing.

NATUS SERVICES

- Customer-specific cable assemblies
- Control and terminal boxes, also for series production
- Local operation boxes
- Repair switches
- Small control units
- Operating terminals
- Small distributors
- Mechanical construction of customised control consoles
- Precision and special solutions in connection technology
- Processing of all cables, connectors, electrical components and housings available on the market, to customer specifications

NATUS BENEFITS

- Development and production of innovative mechanical products and assemblies for your individual demands
- Powder coating guarantees optimal protection against corrosion
- Efficient production of individual solutions with short delivery times – all under one roof



INDUSTRIAL ASSEMBLY

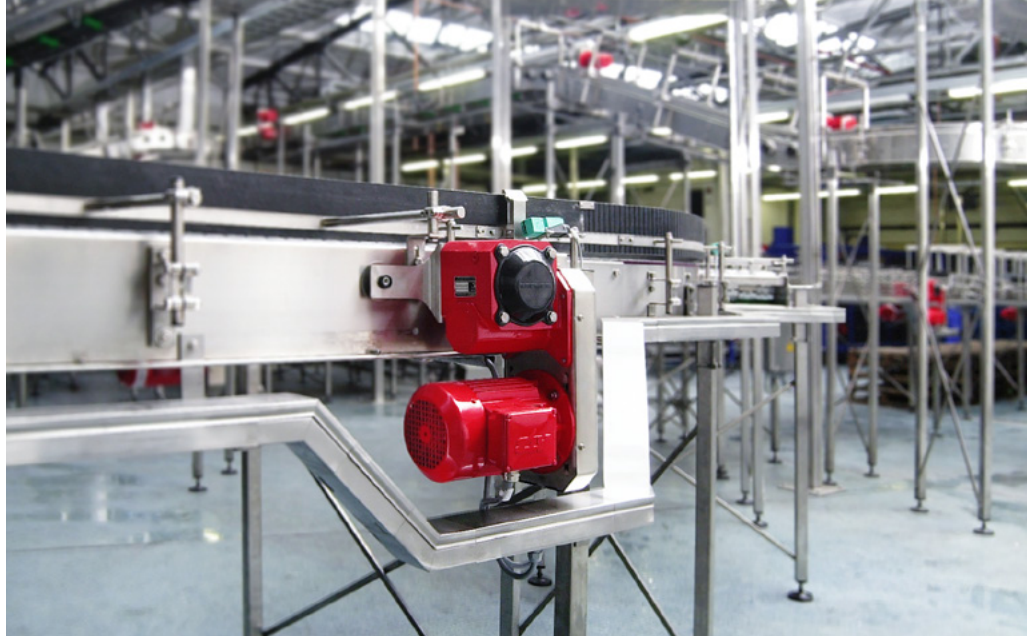
PROFESSIONAL – RELIABLE –
COMPETENT

Safe and highly available supply of electrical energy to industry is of fundamental significance. So it is no accident that many customers have been putting their trust in NATUS for over six decades for the installation of their industrial plant.

From planning to completion, our large team of specialists installs your switchgear and cable systems on high quality level economically, safely and on time.

For large installation projects here and abroad, our installation and site managers use their years of experience to manage your project professionally, reliably and competently.

Positive references from important domestic and international industrial projects, as well as the long-term partnerships with our customers, speak for themselves.



NATUS SERVICES

- Installation of medium- and low-voltage switchgear
- Installation of third-party systems (transformers, UPS, frequency converters etc.)
- Planning / engineering of cables and cable runs
- Cable testing in accordance with applicable standards
- Electrical installation of industrial plants
- Construction and installation management
- Supervision
- In-house, patented stainless steel cable ducting system
- SCC certified installers and staff

TYPICAL AREAS OF APPLICATION

- Waste disposal
- Machine construction
- Automotive industry
- Mining industry and steel mills
- Chemicals and petrochemicals
- Beverage industry
- Glass industry
- Power plants
- Food industry
- Oil and gas industry
- Pharmaceutical industry
- Municipal utilities and Power Grids
- Steel and metal industry
- Transformer stations
- Distribution system operators
- Water management
- Pulp and paper industry
- Cement industry
- and much more



INDUSTRIAL SOLUTION SYSTEMS

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www.natus.de

AS MANUFACTURER

SO PRECISE!

NATUS plans and develops the right, high-quality solution for any requirement – flexibly, quickly and individually.

AS SERVICE PARTNER

SO RELIABLE!

We provide a comprehensive service package to ensure that your NATUS products always deliver the maximum in performance.

AS AUTOMATION SPECIALIST

SO SMART!

As experts in automation technology, we provide the full spectrum of smart solutions.

AS PROJECT PARTNER

SO COMPLEX!

Many of our customers have complex projects. This means that NATUS is not just a manufacturer, but also a project partner.