



**SERVICES FROM  
AERZEN**



**AERZEN**

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

The best kind of service is the kind you don't need. No technology, however, is free from wear and tear. Our machines are designed to do their job as long and as efficiently as possible – for decades, if need be. And after-sales services from AERZEN will help extend their availability and lifetime. A real plus for your investment!

*AERZEN OEM expertise – there for you when and where you need it*

## **Compliments of your OEM.**

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

## **Our strategy: be there where 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. There are over 2,000 AERZEN employees at work across the globe. 6 sales offices in Germany, 43 subsidiary companies internationally – with over 200 service mechanics on all continents.



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# THE NEW SERVICE AND SPARE PARTS CENTRE.

**You can expect reliable performance from AERZEN machines. If for any reason they require maintenance or repair, that's where our services come in. Our technicians are specialists in restoring your machines to working order as quickly as possible – independent of our regular machine manufacturing process.**

## **Focus on short throughput times.**

Our 1,500 m<sup>2</sup> Service Centre is designed to make the time between receiving your order and delivering your machine as short as possible. We can accelerate the process by using our own cleaning facilities and paint shops, as well as our in-house testing station. Our range of over 2,500 different standard parts is updated on a continuous basis, and a computer-guided lift system supplies repair shops and replacement delivery centres with just the parts they need. Meaning we can supply you with blower and compressor units in just 5 to 15 days.

## **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 lifespan. You're on the safe side with OEM parts. We guarantee it.

## **Quality as a function of OEM.**

- our own cleaning facilities and paint shops
- our own testing facilities
- short throughput times
- optimised storage, workflow and spare parts logistics
- replacement of worn-out parts with OEM originals





PROVIDING PERFECT  
SERVICE.

# ON-SITE SERVICES FROM AERZEN.

**Good to know: AERZEN is there where you need us, the world over. 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 placed 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 operation of your units. They have also been certified in the safety measures in force in their regions. This helps eliminate time-consuming, ad hoc training sessions. In Germany, for example, AERZEN service mechanics are certified as Security Certificate Contractors – a requirement in the chemical and petrochemical industries.

## **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

You can find more details about our local service stations by going to our website: [www.aerzen.com](http://www.aerzen.com).





COME, SEE, DO:  
OUR ON-SITE SERVICES.

# AERZEN AFTER-SALES SERVICE: AN OVERVIEW.

**At AERZEN, we have been providing after-sales services long before the term was invented. Ours is a well-balanced system of tailor-made services.**



## **Original spare parts.**

Avoid experimentation! Original spare parts are fundamental to functionality and long machine life.

- spare parts designed especially for our compressors and blowers
- highest possible quality
- support for identification, procurement, installation

*Spare parts from AERZEN. Quality that pays for itself*



## **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 order and delivery problems.

- drive shaft sealing kit:  
radial shaft seal(s), inner ring, lubricant
- complete sealing kit:  
oil level indicator with O-rings, sealing bushings, oil splashers, screw plugs with seal rings, drain valves with seal rings, shaft key
- bearings kit:  
set of ball bearings or roller bearings, bearing compensating disks or disk springs

*AERZEN service kits – always a good choice*



AS MUCH AS NEEDED.  
DONE RIGHT.



*AERZEN special lubricants – always the right choice*

#### **Lubricants.**

AERZEN machines are well-oiled machines – especially when you use the lubricants particularly designed for them. The advantages are obvious:

- longer run times, less need for service
- resistant to:
  - temperature
  - humidity
  - mechanical stress

High-performance lubricants for precision machines – a small investment with a high rate of return. For longer run times and less need for service.

See our AS1-005 brochure for more information.



*Customised service contracts from AERZEN*

#### **Service contracts.**

Availability can be arranged by contract. With an individualised AERZEN maintenance or repair contract, available at fixed prices, tailored especially to your machine or machine configuration.

- flexible contractual periods
- current status assessment
- inspection of important unit components
- includes maintenance
- includes OEM spare parts
- recommendations for additional maintenance/overhaul
- AERZEN service hotline

For further information please contact us.



*Exchange pool*

#### **Exchange stages.**

AERZEN stages are solutions to your problems. Should they require repair or maintenance work, we can provide spare parts quickly.

- standard blowers from our extensive exchange pool
- rapid delivery
- installation and commissioning by our technicians



*Minimise downtimes – AERZEN relubrication devices*

#### **Motor and relubrication devices.**

Why leave relubrication up to chance, or run up additional service costs?

- upgradable AERZEN relubrication devices
- automatic, precisely calibrated lubrication for electric motors
- time intervals up to 36 months
- Advantages:  
Lower personal and maintenance expenses,  
improved lifecycle machine performance

See our AS1-009 brochure for additional information.



*Everything at a glance with Delta Real Time Monitoring (DRTM)*

#### **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

See our AS1-007 brochure for additional information.



*360 degrees of acoustic information*

#### **Acoustic optimisation.**

AERZEN machines run quietly. But because operational environments differ, we have acoustic specialists on hand to help with the solutions you need, quickly and sustainably.

- assessment of on-site conditions
- measurement data collection
- sound intensity determination per ISO 9614
- optimisation suggestions, with quotation



*Training is the key to success*

#### **Training centre.**

Your specialists know their job. Enough of a reason for increased investment in this valuable resource.

- training either at your facilities or in our factory
- training in the operation and maintenance of rotary lobe blowers and screw compressors
- OEM competence as an internal resource, readily available when you need it



*AERZEN service brochures*

**You can find additional details about our services in brochures AS1-003 to AS1-009.**

# AERZEN RENTAL SERVICES.

There are many reasons you may need to call AERZEN International Rental (AIR): not just for maintenance and repair, but also to cover unexpected demand. AIR can provide you with rental units and accessories, as well as individual solutions for research and development, operative leasing and contracting.

## Keeping your operations flexible – and your air oil-free.

Good to know that you can be prepared for anything. AERZEN International Rental (AIR) can quickly deliver solutions for 100% oil-free air. For almost all industry segments. Ad hoc or contractual (service level agreements). Our rental machine park contains a large number of blowers, turbos and compressors with a vast range of performance levels for all normal pressure ranges, all ready for immediate use. Our engineering department is intimately familiar with your applications and can provide solutions that integrate seamlessly with your processes.

## Turnkey services.

AIR is also your source for project implementation. It provides not just rental units, but also transport, installation and commissioning using our own technicians. And of course the service package includes regular maintenance and repair – so that you can reach your production goals without running out of air!

### Where AIR can come in handy:

- production downtimes
- bridge solutions for maintenance and repair periods
- process optimisation
- production peaks
- construction of new facilities or remodeling of old ones
- research and development

### Services:

- readily available rental units
- rapid delivery anywhere in Europe
- 24/7 hotline and service
- solutions tailored to your specific requirements
- wide range of accessories:
  - power cable/power supply
  - piping
  - coolers and air driers
  - aeration plates for sewage treatment plants
- research and development projects
- solutions tailored to your specific requirements
- lightning-fast service with 24/7/365 hotline
- rapid delivery from depots across Europe
- wide range of accessories available for rent:
  - coolers
  - air driers
  - transformers
  - diesel generators

For additional details, visit our website:

[www.aerzenrental.com](http://www.aerzenrental.com).

Or call us at any time, day or night, at +31(0)26 4464723.





LEAVE IT TO US.  
YOU WORK HARD ENOUGH AS IT IS!



**AERZEN. Compression as success factor.**

AERZEN was founded in 1864 as Aerezener 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 compressor unit. AERZEN innovations are a driving force behind the development of compressor technology. Today AERZEN is one of the world's oldest and most important manufacturers of rotary lobe blowers, rotary lobe compressors, rotary lobe gas meters, screw compressors, and turbo blowers. And in many areas of application, AERZEN is among the undisputed leaders.

There are more than 2,000 experienced AERZEN employees in over 43 subsidiary companies worldwide working hard to advance compressor technology. Their technological expertise, our international network of experts, and the constant feedback from our customers are what make us successful. AERZEN products and services have become standards in the industry for reliability, lasting value, and efficiency. Go ahead: challenge us!

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**AERZEN**  
EXPECT PERFORMANCE