

## NETZSCH Customer Service: from Waldkraiburg all over the world

### NETZSCH continues to develop its customer-oriented focus with a global service network

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**A high level of service quality and competent, individual care have always been key factors in the success of NETZSCH Pumpen & Service GmbH. In addition to the continuous high level of product quality, NETZSCH offers its customers a comprehensive range of services. These services extend from commissioning through to system modernisation and customer training, and include technical support and rapid availability of genuine parts. The development of these cornerstones is based on decades of experience as a pump manufacturer and the mission the company has given itself, being a world market leader.**

"In the last years we started to develop an even stronger customer orientation across our entire organisation and, in parallel to this, invested above all in the automation of our processes to enable even more efficient and faster action in terms of handling orders. However, the focus still continued to be on personal and individual care for our customers. Customer satisfaction shows that this balancing act has been successful", Olaf Textor, Head of Customer Service for NETZSCH Pumpen & Systeme GmbH, is pleased to report.

#### **Technical Support starts with highly committed and experienced staff**

Technical customer support is equipped to deal with every assignment. In addition to commissioning and regular maintenance work, this also includes overhauls and emergency assignments. As a matter of principle, each subsidiary worldwide takes on on-site service tasks as well. In addition, NETZSCH has a network of service

partners in many other countries of the world. Spare parts are generally shipped in parallel and are already on site when the engineer arrives.

### **Commissioning**

The commissioning of new pumps, is done by our service personnel – worldwide. The service partner also install on the oilfield (on- and offshore), ships or power plants. The personnel and the customer check the installation of the pump before commissioning. Additional to the service personnel record the pump data, , use a test run to see whether the operating data (for example, flow rate, pressure, rotation speed) are correct.

### **Overhaul**

Overhauls are scheduled repairs. For example progressing cavity pumps installed in a small wastewater treatment plant on a cruise ship have to be regularly overhauled to avoid unplanned shutdowns. Spare parts required are delivered to the place where the service engineers go on board. The repair work has to be completed by the time the ship arrives in a specified port of destination. On this type of assignment, engineers work under a huge time pressure. The planning and organisation of this kind of work assignment takes a lot of time, to ensure that no delays arise during the assignment.

However service staff might encounter various unusual requirements:

The in-house laundry's pumps at a nuclear power plant in Bavaria are serviced regularly, because employees are only allowed to wear the company's own clothing as a precautionary measure. This is also washed on site so that no radiation can get out. The wastewater from the washing process is conveyed to the in-house wastewater treatment plant by NEMO® progressing cavity pumps. In the specified cycle, the pumps are regularly disassembled, the wearing parts replaced and the pumps re-assembled. The work is done by NETZSCH service engineers who can show they have all the necessary safety training and can identify themselves appropriately, as well as meeting the health requirements. Because the safety

precautions are very strict, spare parts may only be delivered at a later stage if conditions become really difficult. All parts must have been sent there after consultation with the pump operator and the engineers bring the necessary tooling with them. For security reasons the required tools are provided by the customer. The pump which needs to be serviced is measured for its radioactive contamination and has to be released by the customer. To work on the pump is allowed only for a limited time depending on the result. Servicing of this kind can last two weeks, because work has to be interrupted time and again.

### **Customer training complements Technical support**

NETZSCH offers its customers a course for practical users in Waldkraiburg in a regular cycle, where basic knowledge about positive displacement pumps, rotary lobe pumps and progressing cavity pumps can be acquired. Theoretical knowledge is combined with examples of applications and an assembly afternoon where there is the opportunity to work directly on a pump. This means customers are trained to operate the pump correctly and also to be able to carry out simple repairs themselves. This saves costs and minimises wear because the machine is handled properly. Please contact us for similar trainings in other countries.

### **Customer service with potential for global orientation**

"We constantly invest in the quality of our customer care. Our primary objective is to consistently maintain the high level of service quality in all our business fields and to continuously develop it all over the world", Olaf Textor, summarising his "Service and Spare Parts" department's own mission.

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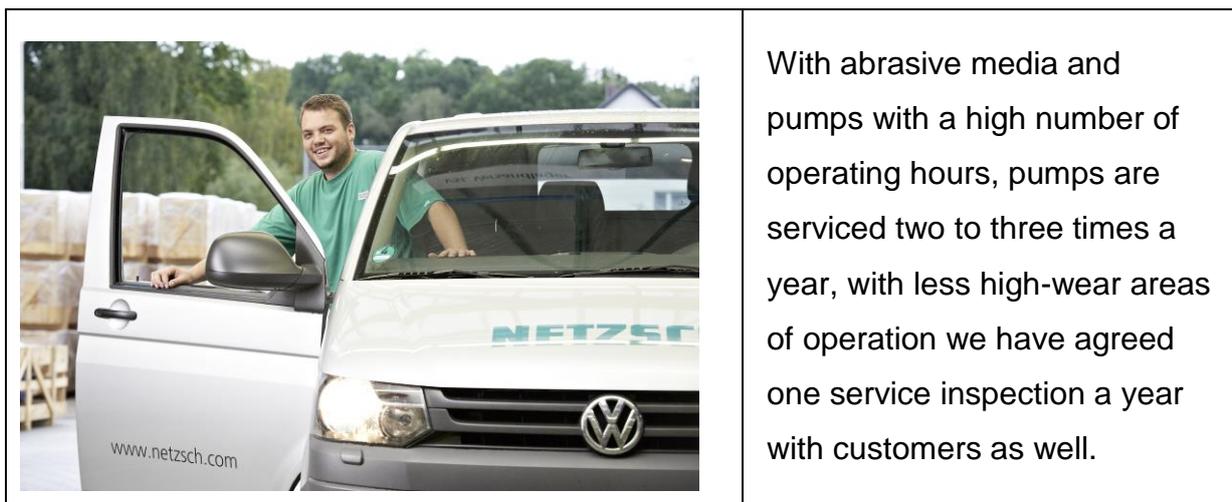
*For more than 60 years, NETZSCH Pumps & Systems has served markets worldwide with its NEMO® progressing cavity pumps, TORNADO® rotary lobe pumps, NOTOS multi screw*

*pumps, grinding machines, barrel emptying units, dosing technology and accessories, providing customized, sophisticated solutions for applications in every type of industry. With a workforce of more than 2,000, Pumps & Systems is the largest business unit in the NETZSCH Group alongside Analysing & Testing and Grinding & Dispersing with an annual turnover of more than 260 Mio Euro (Business year 2015).*

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