

# NETZSCH

Proven Excellence.



## Customer Service/Aftermarket

Comprehensive technical support for NETZSCH customers

Pumps & Systems

# NETZSCH Pumps & Systems

Your partner for high quality products and first class service

With NEMO® progressing cavity pumps, TORNADO® rotary lobe pumps, NOTOS® multi screw pumps, macerators, dosing systems and accessories, the Pump & System business unit of the NETZSCH Group has been offering customized and sophisticated solutions for applications globally in all markets for almost 150 years.

Besides the consistently high product quality, NETZSCH offers their customers comprehensive services, which are based on decades of application experience as a pump manufacturer, as well as the customer expectations of a global market leader.

Should you need technical support, service on your equipment, or service parts, our team is here to champion your requests.

## Technical support

610-280-1222  
techsupport.npa  
@netsch.com

## Spare parts/service

610-280-1248  
spares.npa@netsch.com

# Service

## Spare parts emergency service and technical support

On workdays and on the weekend,  
24 hours a day  
we can  
be contacted at  
484-986-8450

**NETZSCH after-sales service is built on 3 pillars:**

We are a reliable partner for our customers during the entire life cycle of every NETZSCH product — from commissioning through retrofitting, when changing components or when updating a complete system.



# Benefit from our Global Network — at your location

NETZSCH has almost 150 years of comprehensive experience in all relevant sectors of industry. Currently, we have installed almost 1 million pumps and can help in all markets including “waste water”, “food”, “oil and gas” and “chemical, pulp, and paper”. Our consultation starts with an application-specific pump design and its complete documentation for operation and maintenance. Upon request, we support you during the entire life cycle of your NETZSCH product.

Regardless of where you are located, we are there for you:

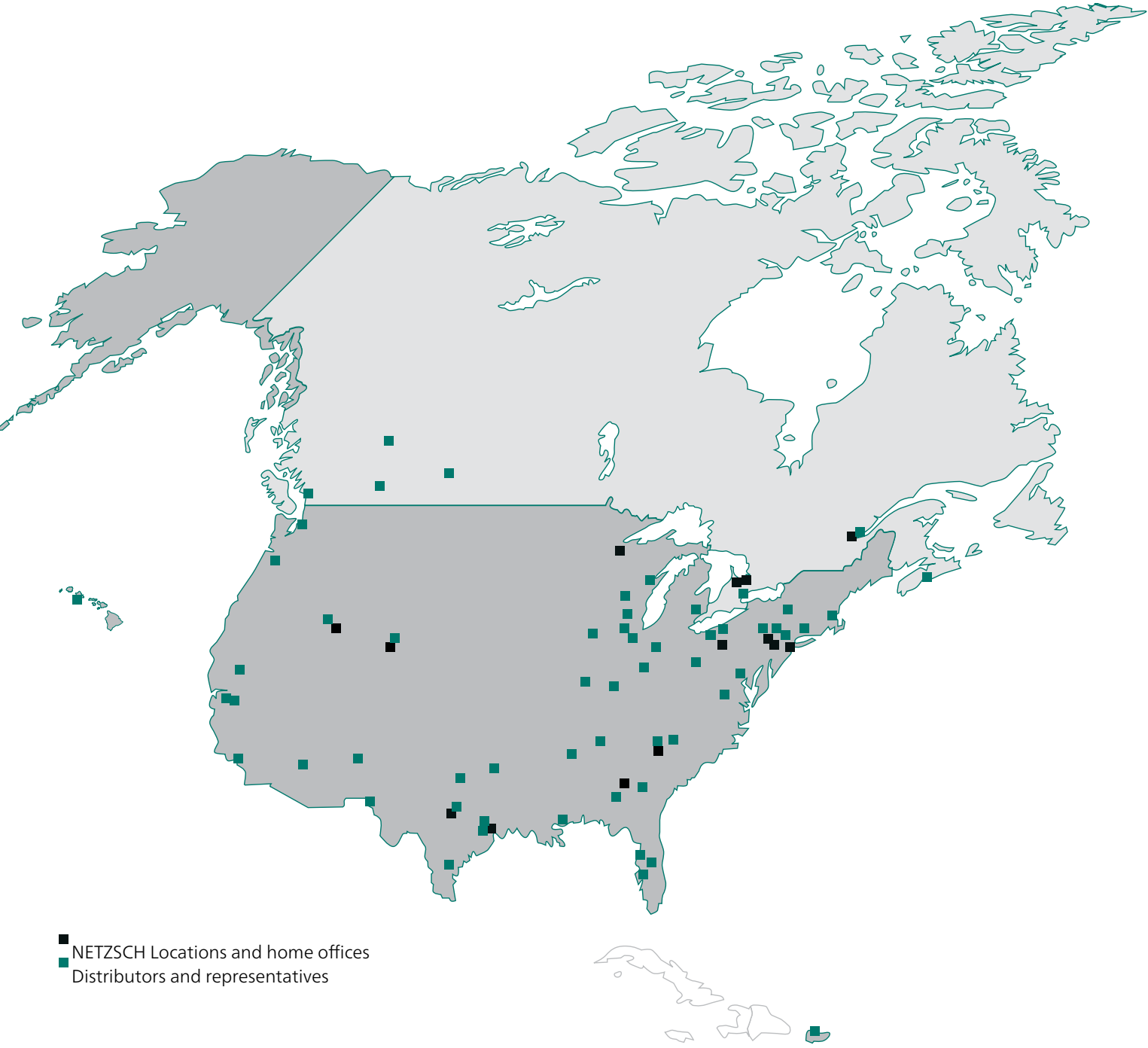
- almost 3,700 NETZSCH employees
- more than 35 sites worldwide
- more than 210 NETZSCH representatives and service partners worldwide

By means of this global network NETZSCH ensures that internationally operating companies, too, will receive fast and professional help for technical problems on site. We will always find a solution — even for unusual challenges.

## Our services for you

- Spare Parts
- Commissioning
- Training and consulting
- Refurbishment Programs
- Maintenance & Repairs
- Test & Trial Pumps
- Service contracts
- Maintenance strategy
- Financing Options
- Maintenance strategy

# NETZSCH Service Network North America



### Technical service

In the US, you can contact us during business hours at: 610-363-8010.  
In Canada, call during business hours at: 705-797-8426

# Maintenance and repairs

## Commissioning, start up and training services

To ensure that your new pump can work effectively and reliably as a component in a complex system.

We help to confirm that your new pump is set up for optimal performance.

## Maintenance and Service

We replace older components of the pump with our latest technical developments to bring your system up to date. This increases your productivity and it saves costs.

These services are available at our factory or can be provided at your facility.

## Service contracts

Through preventive maintenance and regular inspections, you make budget savings, minimize downtime, and extend the service life of your pump and system.

With a service contract from NETZSCH you are on the safe side.

### The benefit for you

- Smooth commissioning
- Reduction of commissioning costs and time
- Immediate process safety
- Trouble-free system operation
- Avoid follow-up costs caused by failures
- Optimal implementation of the pumps into your system

### The benefit for you

- Manufacturer expertise regarding pumps
- Short response times
- Reduce down time thanks to emergency repairs on site
- Central repairs at our service centers
- Highest part availability
- Delivery and pick-up service for your machines
- 24/7 availability
- Spare part emergency service

### The benefit for you

- Spare part and pump storage
- Regular installation inspections
- Process optimization
- Customized maintenance strategies
- Long-term value with NETZSCH Service options employed at your facility.

# Other Programs

## Refurbishing Programs

In addition to repairs, NETZSCH offers Refurbishment programs for all of our pumps. In order to further reduce the total cost of ownership, we also refurbish NETZSCH mechanical seals, and our Progressing Cavity Pump Rotors. Let us know how we can help optimize the operation of your pumps.



## Finance Program

With the NETZSCH Finance-to-Own program you will have the option to purchase the equipment and only be concerned with a small monthly rate. This, in many cases, can help where the budget is tight but having a monthly fee only in your maintenance budget can actually increase your available cash flow. All NETZSCH products are offered in the Finance-to-Own Program.



# PRACTICAL EXPERIENCE *for effective*

## We train your employees

With our sessions we focus on training that is individually tailored to your processes.

Our detailed product knowledge enables us to show you how to avoid and rectify errors in commissioning, maintenance, and repair. This means time and cost savings.

### Focal points

- Function and operating principle
- Evaluation of performance curves
- Starting characteristics of different pump types
- Application instructions for daily operation
- Practical tips for maintenance and repairs
- Assembly and disassembly of pumps and spare parts
- Tips and tricks

### For whom?

For all maintenance and production staff, for planners and everyone who has an interest in system optimization.

### How long?

2 days or according to individual agreement.

### Where?

At NETZSCH or at your site, depending on our agreement.

## The benefit for you

- Operate the pump safely from day 1
- Avoiding operating and maintenance mistakes
- Increasing the pump's efficiency
- Reducing downtime, costs, spare part consumption
- Cost savings from pre-emptive and correct maintenance
- Course and training certificates
- Repair of your pump you brought (please previously register the repair required.)

## Your point of contact

NETZSCH Pumps North America, LLC  
119 Pickering Way  
Exton, PA 19341  
Phone: 610 363-8010  
npa@netsch.com

NETZSCH Canada, Incorporated  
500 Welham Road  
Barrie, ON L4N 8Z7 Canada  
Tel.: 705 797 8426  
ntc@netsch.com



# ive learning

## Compact Seminars

NETZSCH Compact Seminars offer a mix of product, service, and pump theory training. This enables your staff to be knowledgeable about the operation, maintenance, and optimization of your plant process. These seminars are offered at NETZSCH multiple times per year, and can be customized to meet many of your specific topics and requirements.



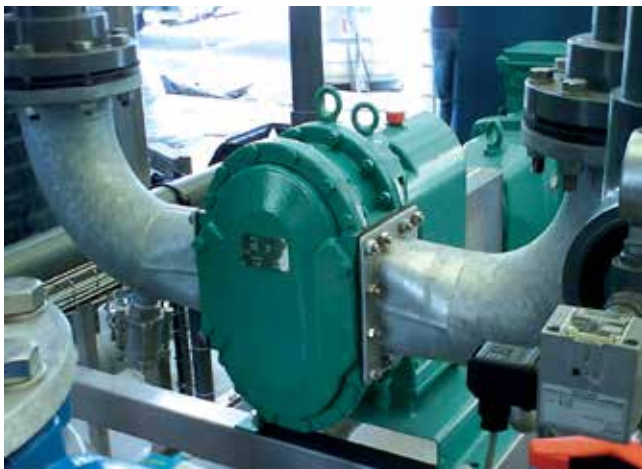
## Service Training

NETZSCH provides service training sessions to support all of the products that we market. These courses can be completed at our factory or can be accomplished in the field at your facility. This will ensure that your staff can rebuild NETZSCH equipment according to our norms and standards.



# Test and Trial Pumps

ensure your process requirements



At NETZSCH we have experience in many markets and applications to help you with your process requirements. If you have a question about the suitability of our pump to handle your specific application, we have many

different styles of pumps available to test and trial at your facility. Contact us with your requirements, and we can help ensure your process fluid requirements can be handled successfully before the final installation.






# Customer Reward Program

At some sites we have hundreds of pumps installed in one location. As you can imagine, there can be a heavy usage of spare parts to support this equipment over time. So, in support of these customers, NETZSCH has created a Reward program.

This is how it works—when you use and return to NETZSCH 20 rotors or 20 stators of a given pump size, we will reward you with one free. Contact us to learn more details about this program.



The NETZSCH Group is a mid-sized, family-owned German company engaging in the manufacture of machinery and instrumentation with worldwide production, sales, and service branches.

The three Business Units – Analyzing & Testing, Grinding & Dispersing and Pumps & Systems – provide tailored solutions for highest-level needs. Over 3,700 employees at 210 sales and production centers in 35 countries across the globe guarantee that expert service is never far from our customers.

The NETZSCH Business Unit Pumps & Systems offers with NEMO® progressing cavity pumps, TORNADO® rotary lobe pumps, NOTOS® multi screw pumps, macerators/grinders, dosing technology and equipment custom built and challenging solutions for different applications on a global basis.

Proven Excellence.■

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