Customer Service

Comprehensive technical support for NETZSCH customers
NETZSCH Pumps & Systems

Your partner for high quality products and first class service

With NEMO® progressing cavity pumps, TORNADO® rotary lobe pumps, NOTOS multiple screw pumps, macerators, dosing systems and accessories, the Pump & System sector of the NETZSCH Group has been offering customised and sophisticated solutions for applications in all sectors at a global level for more than 60 years.

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

Service

Technical service
+49 8638 63-1040
technicalservice.nps@netzsch.com

Spare parts service
+49 8638 63-1050
spares.nps@netzsch.com

Spare parts emergency service
At the weekend, 24 hours a day and on workdays from 17:00 to 08:00, we can be contacted under +49 8638 63-6363
NETZSCH after-sales service is built on 3 pillars:

We are a reliable partner for our customers during the whole life cycle of every NETZSCH product starting with the commissioning through to retrofitting, changing components or when modernising a complete system.

**Maintenance and repairs**
when commissioning, maintaining and repairing

**Technical training**
by NETZSCH experts at our customer’s site or at our locations

**Original spare parts**
with NETZSCH manufacturing quality
NETZSCH has more than 60 years of comprehensive experience in all relevant sectors of industry. Until today, we have installed almost 1 million pumps and can advise you across all sectors starting with “waste water” through to “foodstuff” and “oil platforms” as far as “chemical pulp”. Our consultation starts with an application specific pump design and its complete documentation for operation and maintenance. On request we support you during the whole life cycle of your NETZSCH product.

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

- almost 2,000 NETZSCH employees
- more than 30 sites worldwide, with experienced co-operation partners in Japan
- more than 200 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

- Commissioning
- Maintenance
- Service contracts
- Maintenance strategy
- Training and consulting
Technical service

You can contact us during business hours under:
+49 8638 63-1040

NETZSCH Service Network
Germany
**Commissioning**

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

**Maintenance and modernisation**

We replace older components of the pump with our latest technical developments to bring your system right up to date. This is increasing your productivity and is saving costs.

**Service contracts**

Through preventive maintenance and regular inspections, you make budget savings, minimise downtimes 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
- Avoidance of follow-up costs caused by failures
- Optimal implementation of the pumps into your system

**The benefit for you**

- Manufacturer competence regarding pumps
- Short response times
- Shortest idle times thanks to emergency repairs on site
- Central repairs at our competence centres
- Highest part availability
- Delivery and pick-up service for your machines
- SCC certification for the highest work safety
- 24/7 availability
- Spare part emergency service

**The benefit for you**

- Spare part and pump storage
- Regular installation inspections
- Process optimisation
- Customized maintenance strategies
- long-term value preservation
Use our technical expertise for inspections, maintenance and repairs
We train your employees

With our training we focus on practice, 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.

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 downtimes, 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 Pumpen & Systeme GmbH
Geretsrieder Straße 1
84478 Waldkraiburg
Tel.: +49 8638 63-0
training.nps@netzsch.com
"FROM PRACTICAL EXPERIENCE for the practice"
“Quality for You”
ensures highest international standards

Research & development is in-house at NETZSCH. At its in-house laboratory and in close collaboration with selected materials suppliers established over many years, NETZSCH develops and tests elastomer blends, pump components and pump developments and optimises them for the specific requirements by customers.

To meet the constantly growing demand for NETZSCH pumps and the associated demand for spare parts, NETZSCH invests constantly to produce pump components using the latest production methods and the latest product standards.

NETZSCH is certified according to several international standards:

- DIN ISO 9001 certifications for all production sites
- OHSAS 18001, ISO 14001 and ISO 9001 at the production site at Waldkraiburg
- Local certifications such as KTA, CCC, CCS, GOST, FDA, 3A and others
For project orders extensive tests such as performance, vibration, hydrostatic, NPSH and noise level tests are carried out prior to customer approval and shipment.

Furthermore every single part of the pump is tested according to PMI, NDT and through dye penetrant testing and x-ray.
Global availability of spare parts with NETZSCH manufacturing quality

NETZSCH – the correct partner for the Global Player

With production sites and branches on all five continents, we are the ideal partner, for companies operating globally as well. We ensure global spare parts availability.

Our specialists are happy to provide consultation and support with trouble-shooting and part identification for all our pump and grinder models.

The benefit for you

- High warehouse availability
- Specific appointments for repairs and maintenance work
- Shorter time for repairs and maintenance
- Original spare parts with NETZSCH manufacturing quality
- Ensuring warranty claims
- Procuring spare parts for old pumps
We provide an organized and developed service network across Germany
Fast delivery of spare parts

Standard spare parts can be delivered in Germany within 24 hours. It is in our interests to service or repair your pump as quickly as possible. We have the standard parts in stock at our central warehouse in Waldkraiburg.

Emergency service for spare parts

In urgent cases you can order spare parts and have them shipped immediately, even outside business hours.

Spare parts service for parts orders

Mon.–Thu.: 8:00 am – 5:00 pm
Friday: 8:00 am – 3:00 pm

If you order by 12:00 pm, your spare parts will be ready for shipment on the same day! A highly-motivated team of experienced experts is available to answer your queries and deal with your spare parts orders.

Spare parts service

You can contact our spare parts service on the telephone number you know already or under +49 8638 63-1050

Spare parts emergency service

At the weekend, 24 hours a day and on workdays from 17:00 to 08:00, we can be contacted under +49 8638 63-6363
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 3,400 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.

NETZSCH Pumps & Systems – Solutions you can trust