



## Flottweg Aftermarket Service and Support

# Expert engineering. Solid service.

We realize that you are passionate about your business and want the best quality equipment and service to guarantee your success. We share that passion. This is why we have a dedicated, nationwide service, support and aftermarket network: to ensure that failure is not an option. For the past 60 years, Flottweg has developed technologies that have made industrial centrifuges both possible and reliable — and service and support capabilities to provide that reliability.



**At your service. Immediately.** Reliable service requires expertise, accessibility, inventory and the ability to respond to any issue immediately. That is why Flottweg has multiple locations providing you with immediate access to service and support. Whatever the issue, we are structured to immediately dispatch technical experts with service parts, and arrive at your site within 24–48 hours. It's a level of service no competitor can match.

**Expertise and accessibility.** More than 70 engineers, technicians, and sales and administrative professionals are on call to attend to your service and support needs at Flottweg's locations in Independence, Kentucky, and Russell, Kansas. They are backed by Flottweg's Aftermarket and Technical Support organization, staffed by more than 30 employees, including expert trainers and over 20 full-time service technicians, all centrally located and on call to support Flottweg customers coast to coast. This team will soon be joined by a second Technical Support operation located on the West Coast.

**Comprehensive aftermarket parts and services.** Flottweg maintains a complete inventory (over \$5 million) of all the OEM parts, rotating assemblies and accessories used with our equipment. From routine maintenance items to replacement parts and assemblies, we always have the right OEM parts for your system, plus our expert capabilities, including machining, balancing, welding and sandblasting, ensuring a fast turnaround and minimum downtime. Our services include:

- **Installation and Integration Assistance** — for all centrifuges and dewatering machines
- **Training** — certified training for operators, mechanics and engineers
- **Process Optimization and Inspection** — ensuring optimum equipment performance
- **Preventative Maintenance** — on-site maintenance of electrical and mechanical parts
- **Periodic Inspections** — recommended for rotors and other critical wear parts
- **Diagnostics** — vibration analysis and other diagnostic services to identify and fix potential problems
- **Maintenance Agreements** — short- and long-term, full-service maintenance contracts
- **Scroll Exchange Program** — easy exchange/replacement of out-of-tolerance scrolls
- **Rebuilds** — on-site subsystem or full-system rebuilds
- **Emergency Repair** — technicians and OEM parts at your site within 24–48 hours

Flottweg centrifuges and dewatering systems bring you the highest-quality, most reliable performance under intense conditions over the lifetime of your centrifuge — backed by the solid service of Flottweg Aftermarket Services.