

Here for you 100% on site by conviction



Customisation and flexibility are also the focus of our service. Our service team are not only a reliable resource for Bühler products but also for products from other manufacturers. We work with our customers to design custom maintenance plans and commissioning which guarantee 100% service quality. This includes a 24 h hotline, reliable appointments, quick parts despatch, quick response times for on-site customer service as well as service personnel training including certificate.

Maintenance

Commissioning

Repairs

Instruction/training

Site coordination

International service

On-call duty

On-call service



Our custom services for you

Maintenance:



- Your quality assurance department requires your measuring equipment undergo regularly performance tests, maintenance and calibration including certificate in line with control of inspection, measuring and test equipment.
- Our measuring system is an important component of your production and you wish to ensure availability and quality measurements.

Regardless of the reason, our service department will provide you with a customised maintenance offers to fully meet your requirements, if desired also internationally.

Commissioning:

You decided to purchase a high quality analyser/analysis system. Regardless if you're purchasing a new system or replacing an old measuring system, we will support you with installation and commissioning the system. It's important to use that employees also receive qualified instruction in using the system.

Repairs:

Years of experience in analysis technology have shown with appropriate maintenance and care our products will have an extremely long life. However, if you do require repair, our service department will gladly assist you. Our employees are trained regularly and have a large stock of spare parts. Whether you send your device to us or prefer on-site service, our service department will gladly provide you with a personal offer.



Instruction/training:

You would like:

- Further qualifications for your employees?
- Having your own staff commission analysis systems?
- Ensuring your employees are able to correct small failures and perform maintenance?

We will conduct product training, hands-on training including training certificate both at our facilities or yours.

Site coordination:

- You're planning a remodel at your company related to gas analysis technology?
- Are you lacking time and/or the necessary personnel?
- Your personnel is not qualified?
- You wish to have new systems entirely installed by the manufacturer?

We will handle site coordination for you. Our employee will discuss all of the necessary measures with you on site, order materials and set the schedule for the work.

International service:

Our products are used worldwide. We provide the above services both within and outside the country. Supporting our customers through agencies abroad and partners is just as important as support from our service department employees. Our service therefore travels worldwide. Our company location in Ratingen being so close to the Düsseldorf airport is quite convenient in this respect.

On-call service:

The Bühler Technologies GmbH service department provides telephone support through a separate hotline to solve your problems. We therefore offer various on-call service models:

- **On-call duty**

We guarantee a service technician is available Monday to Friday 07:00-16:30 hours.

- **On-call duty**

We guarantee a service technician is available Monday to Friday 07:00-22:00 hours.

- **24 h on-call service**

We guarantee a service technician is available 24 hours a day, Monday to Sunday.

On-call service:

Our service department offers various on-call services at your site.

- **72 h on-call service**

On-call service guarantees a service technician will be at the machine site within 72 hours as coordinated with you.

Example: Telephone customer request Monday 16:00 hours → Service on site by Thursday 16:00 hours.

- **48 h on-call service**

On-call service guarantees a service technician will be at the machine site within 48 hours as coordinated with you.

Example: Telephone customer request Monday 16:00 hours → Service on site by Wednesday 16:00 hours.

- **24 h on-call service**

On-call service guarantees a service technician will be at the machine site within 24 hours as coordinated with you.

Example: Telephone customer request Monday 16:00 hours → Service on site by Tuesday 16:00 hours.

Service Contact Information

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