

OZONIA





## WORLDWIDE SERVICE

YOU PROFIT FROM OUR LOCAL COMPETENCES

–  
A WORLDWIDE NETWORK OF SERVICE CENTRES

### Service competences

From the beginning of an ozone plant offer, you will get a detailed overview about maintenance and servicing requirements for your equipment and plant. We will involve you, and our authorized local service centre. We want you to have a clear view on operational expenditures and a reliable and sustainable ozone plant.

### Commissioning

Your entire assembled ozone system will be commissioned and integrated into your plant according your requirements. Additional requests during commissioning will be taken into account and incorporated wherever possible. The designed ozone system will be fully functional with your process and brought to contract takeover with your team full involved and trained.

### Spare parts management

"Strategic-", "Wear and Tear-" as well as "Process key-" spare parts will be defined for your plant. We have many spare parts for you already on stock for immediate delivery. With our worldwide network and different stock centres we can organize spare parts from the fastest source. On your request, spare parts stock can be locally organized and periodically audited for you to ensure security of supply.

### Service from one source

We offer services on the complete ozone plant, not only the OZONIA ozone generators. For you, this means less coordination and cost. Our service staff is trained on servicing and troubleshooting of all the equipment that has been provided to you.

### Remote services

An internet or a GSM access to the plant control unit allows various remote Services: Software can be maintained and the actual status of the plant can be observed real-time. On request we analyze the data remotely for troubleshooting and efficiency improvement recommendations. Logged data can be evaluated and reported with preventive action plans. Even a complete remote control of an ozone plant is possible.



## SUPPORT

YOU CAN COUNT ON US AS THE FAST SOLUTION PROVIDER

### Performance test

Ozone production performance tests can be executed- after commissioning or at any time. We will show you the best operation settings for efficient ecological operation.

### Technical support on-site

We know about the importance of manpower availability. When you need us locally, an on-site visit will be organized with the earliest available service engineer from our worldwide network. With our engineering and our extensive knowledge and REX data base we have an in-depth competence and back up when support is required.

### Troubleshooting / free help desk

For any query that arises in connection with the operation of an OZONIA product and its plant, the international customer care and on-site service team offers client support by telephone, e-mail and video conference as appropriate. For highest availability request, we will offer you a 24/7/365 hotline.

### Renting units

In case you need an ozone unit or a process related instrument, we have an extensive range of used units we can offer you. You get our full support in the planning and evaluation of your temporarily ozone system.

### Repair / exchange

Our intention is that your equipment lasts the maximum time possible. Your ozone generator or parts of it can be sent to us for analyses, and repair whenever necessary. In order to have your plant in operational condition the fastest way possible, we can send you a repaired "exchange" part immediately.



# CUSTOMER CARE and SERVICE

WORLDWIDE SERVICE



**YOU PROFIT FROM  
OUR LOCAL COMPE-  
TENCES - A WORLD-  
WIDE NETWORK OF  
SERVICE CENTRES**

LIFELONG PARTNERSHIP



**WE CARE  
ABOUT YOU**



SUPPORT



**YOU CAN COUNT ON US  
AS THE FAST SOLUTION  
PROVIDER**



CONSTANT IMPROVEMENT



**WE WANT YOU TO BENEFIT  
FROM OUR RESEARCH  
AND DEVELOPMENT**





## LIFELONG PARTNERSHIP

WE CARE ABOUT YOU

### Life cycle management

We can provide you with a detailed planning of any necessary services required in future years. Our services are defined based on anticipated lifetime of “wear and tear” parts and on calibrating periods of ozone process related instruments.

### Routine maintenance & periodical service

With our on-site personnel you will profit from the highest professional services. Our visits will be coordinated with your planned shutdowns. With the clearly defined service work and spare parts needs, you will achieve budget security.

### Service agreement with fixed prices

To ensure the longest lifespan of your OZONIA product, we recommend a service agreement, based on our knowledge and your individual wishes, at a fixed price. The yearly defined tasks and spare parts needed leads to clear service cost planning. Additional discounts on spare parts will be offered to you.

### Plant audit / asset management

To give you awareness of the plant condition and the status of all ozone related equipment, we offer “plant audits”- based on an on-site visit and survey including a detailed condition report. The asset management overview supports you in the forecast of future maintenance expenditures.

## SHARING KNOWLEDGE

WE LIKE TO SHARE

### Health and safety

Based on our “HSE check” of your plant we report with recommendations for any Health, Safety and Environment issues. We want to make sure that your equipment is always in safe operation and your personnel are in safe surroundings.

### Training for operators and for service centres

To ensure your ability to safely operate the ozone plant and to enable you to analyse operating situations, we offer training sessions, both on-site as well as in our own service facility. Therefore “OZONIA ACADEMIA” has been created. It is a forum for technical exchange between you and us.

### Easy understandable reporting in various languages

On each visit report the condition of the plant will be described and compared with the performance of previous years. It makes you aware of the actual status of the whole ozone process and of upcoming servicing needs. We listen to your requirements and make recommendations on your plant operation to achieve optimum efficiency for your total satisfaction.

## CONSTANT IMPROVEMENT

WE WANT YOU TO BENEFIT FROM OUR RESEARCH AND DEVELOPMENT

### Efficiency improvement

On-site measurements together with our ozone plant process calculation tools will show possible adaptations to optimize OPEX. Optimizing efficiency and control functions lead to immediate savings. We provide you with return-on-investment solutions.

### Upgrade of equipment

Software or hardware upgrades to the latest state of the art developments, lead to further functionality and easier handling of the plant. Additional measurements and control loops may lead to direct savings.

### Refurbishment

After some years of use, ozone generator systems can be refurbished- for example ozone reactor cleaning or ozone contact system refurbishment. This generally results in higher performance.

### Retrofit

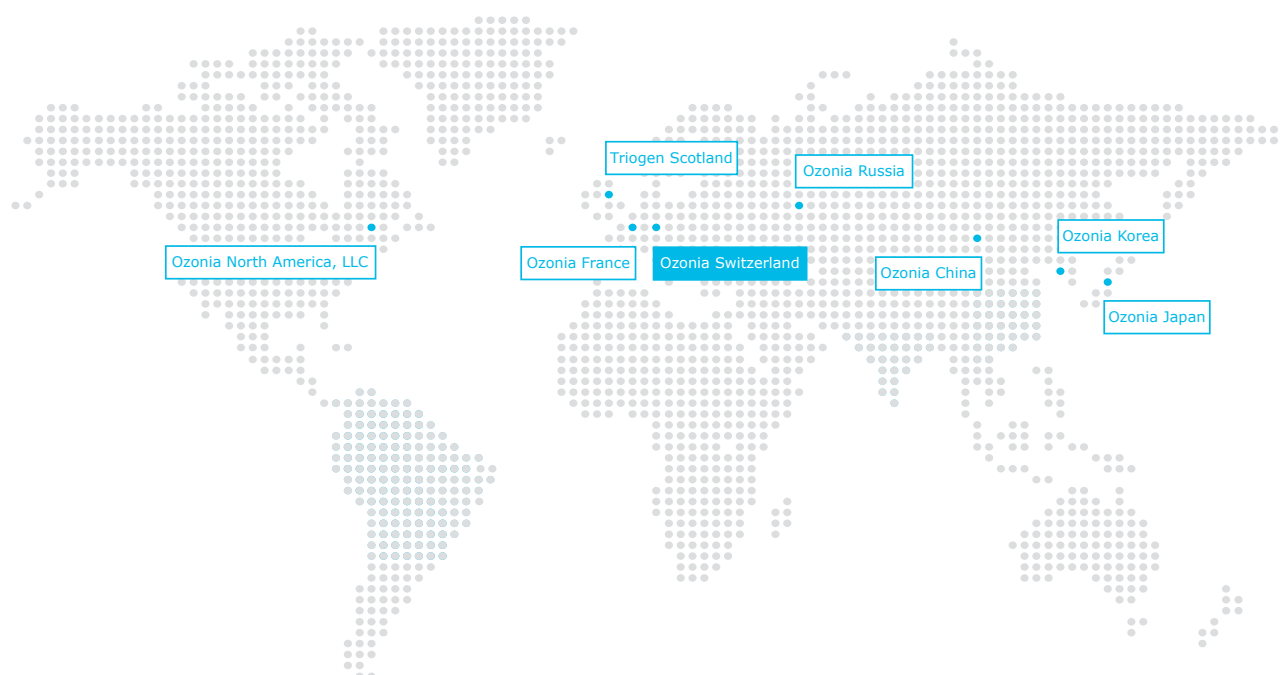
In order to have spare part availability for the future, we offer retrofits of key components, such as HMI, PLC or PSU, to latest versions. We will keep you informed about parts that will be become obsolete and what we propose for suitable replacement. The delivered ozone generators can be in prolonged operation. We have many reference plants that have been in use for decades!

**You are gladly invited to visit our production and test facility at any time!**



## OZONIA

Our worldwide Presence



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