

# NETZSCH

Proven Excellence.



## *AFTERSALES* Service

Close to the Heart of NETZSCH!

Business Unit  
GRINDING & DISPERSING

# AFTERSALES Service

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INSTALLATION SUPPORT



SPARE PARTS

## Our promise to you...

- To minimize the downtimes of your NETZSCH equipment by using an agile and reliable preventive maintenance, remote assistance and field service program.
- To use high quality original spare parts at fair prices in a short and reliable delivery time.
- To keep your production process at an optimal and efficient operation state of the art operation condition, giving process advice and machine improvements.

To accomplish our promise, we are ready to deliver a broad portfolio of *AFTERSALES* solutions.

## Proven Excellence.■



# *INSTALLATION SUPPORT*



# INSTALLATION SUPPORT

We are totally convinced that for a successful and a reliable performance of any equipment, it is essential to start with a careful, well planned and well executed installation, commissioning and start up process. After your acquisition of NETZSCH equipment, our *AFTERSALES* service teams are ready to support you worldwide during any of these phases and in full coordination with our Machines & Plants teams.

NETZSCH experienced field service is ready to advise, give timely support or execute any of these tasks:

Installation & Assembly

Dry Commissioning  
(without product)

Wet Commissioning  
(with product)

Site acceptance tests  
(SAT)

*Any doubt? Just contact your AFTERSALES support,  
We are ready to help you!*

# SPARE PARTS



# SPARE PARTS

## for the whole NETZSCH machines & equipment program

At some point your machine may require replacement broken or worn out parts.

If you have NETZSCH machines, you have already made the choice to purchase a first class piece of equipment, so why waste your time finding alternative suppliers, qualifying them, technically specifying the parts and materials and ultimately, taking the risk of using non originals parts from third parties?

### ORIGINAL NETZSCH PARTS

ensure the smooth operation of your equipment

#### By using original Spare Parts you ensure:

- a reliable and guaranteed decision. Remove the element of surprise!
- optimum performance of your machine, same as the very first day.
- quality and durability of the parts supplied.
- a fair price.
- no risk of damaging the machine or other parts by malfunctioning of non-original parts.
- maximizing the value of your machine over its lifetime.
- worldwide availability and consistency in quality standards.

#### Plus access to all our supporting service solutions such as:

- Preventive maintenance contracts
- Parts exchange and repair services
- Upgrades
- Qualified process and technical advise
- Training and education of your staff of various subjects and different levels

*Does it makes sense to risk all this?  
"Cheap can be Expensive"*

# FIELD SERVICE & SUPPORT



# FIELD SERVICE & SUPPORT

If you need to ensure that your equipment is always in perfect condition, trust in NETZSCH support for all field services.

## INSPECTION

From evaluation of damage suffered by the machine, or advice on the condition of any of your NETZSCH equipment, or supporting you during reallocation within your own company facilities worldwide, preparing evaluating reports... trust in NETZSCH experience!

## REMOTE SUPPORT

Sometimes the fastest and most economic way to provide service is remotely, using easy tools such telephones, PC's or PLC with remote access.

Qualified and trained *AFTERSALES* support staff will evaluate the best and fastest solution.

## REPAIRS AT YOUR SITE

In case you need support at your facilities, we are ready to send our field service technicians from any NETZSCH service locations worldwide.

The service will include exchange of original spare parts, technical adjustments, re-assembly of machines and on request re-commissioning, plus of course, explanations, clarifications and advise to your staff to make sure we all learn from each service issue.

## SERVICE AGREEMENTS

Many breakdown or wearing parts can be predicted by conducting regular and well prepared preventive maintenance activities. Please contact and we will advise the best type of service agreement for you.

Once agreed, we will visit your plant on a regular basis and NETZSCH field service technicians will inspect and check the equipment using a systematic, detailed and well proven checklist.

These service contract visits are an excellent opportunity to discuss any other process or maintenance issues and to train you staff on regular service and machine usage.

## REPAIRS AT NETZSCH

Maybe you prefer to repair your machine outside of your own plant.

If this is the case, we offer NETZSCH worldwide network of workshops to take care of and repair your equipment. After we return to your facilities, where we can, on request, reinstall and/or recommission.

## RE-COMMISSIONING

If you acquire a second hand NETZSCH machine, or you need to reallocate equipment within your plants, or you have new staff that training, NETZSCH experienced process engineers are ready to help.

# OPTIMIZATION SERVICES



# OPTIMIZATION SERVICES

## There is always room for improvement

NETZSCH have been designing, supplying, commissioning and servicing Grinding & Dispersing equipment for more than 140 years, and we keep learning every day. Let us share with you some of this knowledge and experience through optimization services.

### UPGRADES

Due to its robustness and reliability NETZSCH equipment can deliver extended lifetimes. During these years, technology and regulations keep developing, therefore upgrade your machines, so they are always up to date.

Our upgrades cover:

- New and efficient grinding systems
- New materials of construction
- Latest safety regulations
- Electrical /Electronic improvements

### EDUCATION & TRAINING

Regardless, all NETZSCH service support and services, your own staffs knowledge is still the most valuable asset to keep your installations delivering reliable and optimal performance.

NETZSCH provide seminars covering all aspects such as process, scale-up, maintenance, etc. or custom specific education programs, specially designed for your company, we share our experience with you.

### CALIBRATION & CERTIFICATION

Many sensors and measuring devices require regular calibration and certification. Instead of using several suppliers and procedures, NETZSCH can offer you professional calibration and certification of all devices supplied with our equipment.

Combined with scheduled service agreements, you can really be sure to have your equipment in the best conditions, well documented and certified.

### PROCESS OPTIMIZATION

Repairing, maintaining or upgrading your machines is good but not enough. These machines are part of a manufacturing or lab process, with many parameters and interaction with other systems and equipment.

Let us share with you our experience in process, in order to help you find the best practices, procedures and operating parameters to produce product optimally in terms of quality, efficiency and safety.

From the lab to full industrial scale, from dry to wet processing, NETZSCH process experts are ready to support you with customized process advice and optimization services.

NETZSCH-BEADS®



# NETZSCH-BEADS®

## The optimum combination of machine, grinding media and application

Beads are not just a commodity!

They influence the performance, energy consumption wear of your mill and the resulting quality of your product. Can be a very influential for the calculation of your manufacturing cost.

So we, at NETZSCH, take it very seriously and thru constant market research and performance tests, are ready to advise the best size and material for your specific machine and process parameters. Sizes from 0,03 up to 8 mm - Materials from glass, steel or different types of ceramics. We are ready to deliver just in time and stock worldwide to ensure a competitive price. Let 's together choose the best beads for you!

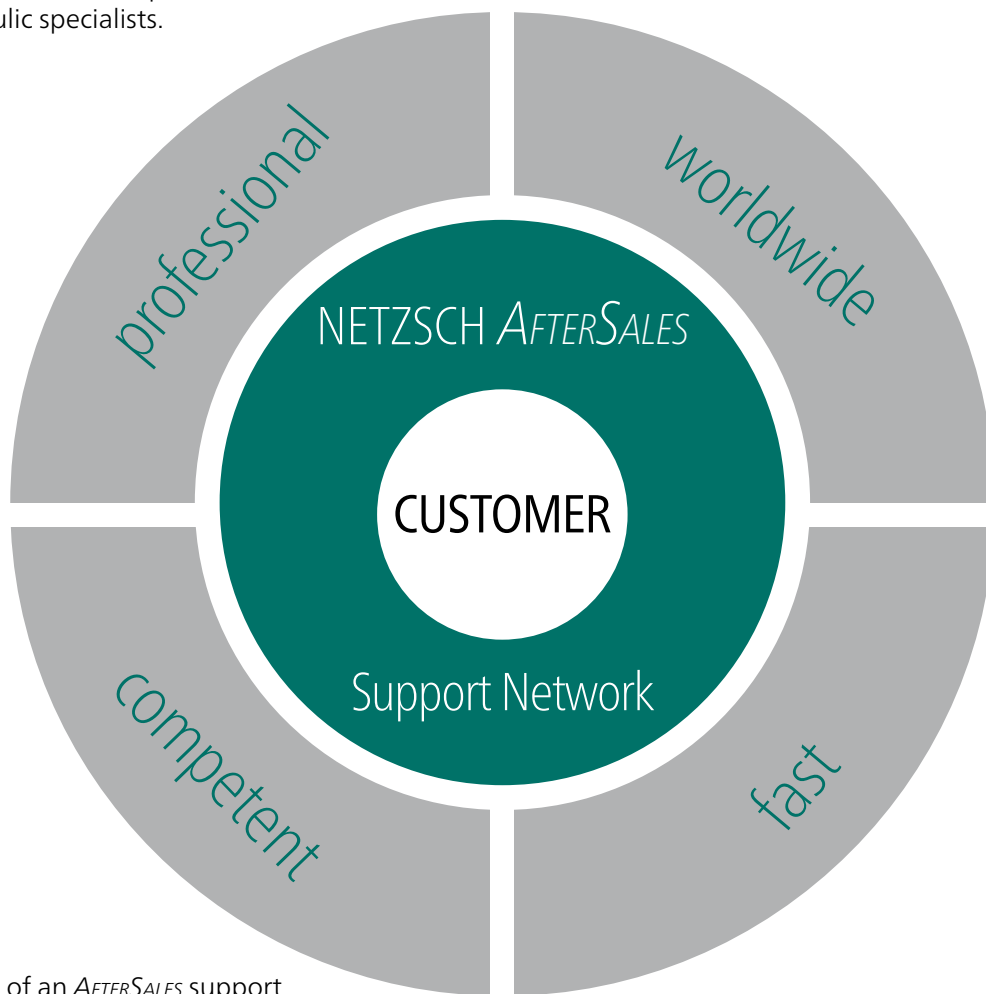


	STEELBEADS Q	STEELBEADS MICRO	GLASSBEADS	ZETA BEADS® NANO	ZETA BEADS® PLUS	CERABEADS	ZsBEADS	VITA BEADS NANO
Abrasive media					■	■		
Agricultural chemicals			■		■	■		
Printing inks	■				■			
Dyestuffs			■					
Ferrites		■			■			
Inkjet				■	■			
Cocoa	■							
Lacquers					■			
Minerals / Fillers	■		■			■	■	
Nano products				■	■			
Pharmaceuticals				■		■		■
Pigment production		■			■			
Abrasives / CMP				■	■			
Chocolate /Compounds	■							

# SERVICE NETWORK

Qualified and trained *AFTERSALES* support staff. Experienced process, mechanical, electronic, pneumatic and hydraulic specialists.

With service offices, factories and workshops, NETZSCH service network is accessible locally any time.



At the end of an *AFTERSALES* support action there is generally significant potential for improvement of the customer's machinery in terms of productivity, quality, safety, and maintenance costs.

The correct and efficient functioning of our customer's machines is our number one priority.

## Supporting all business fields of NETZSCH Grinding & Dispersing applications



## Supporting machines and equipment from our extensive program

Dry Grinding

Dispersing

Homogenizing

Deaerating

Wet Grinding

Mixing

Classifying

Dedusting & Separating


## NETZSCH Customer Portal



The new digital platform and online shop for NETZSCH Grinding & Dispersing customers.

Check the service history of your equipment, open a new service case, and buy online grinding beads at the best price.





The NETZSCH Group is an owner-managed, international technology company with headquarters in Germany. The Business Units Analyzing & Testing, Grinding & Dispersing and Pumps & Systems represent customized solutions at the highest level. More than 4 600 employees in 36 countries and a worldwide sales and service network ensure customer proximity and competent service.

Our performance standards are high. We promise our customers Proven Excellence – exceptional performance in everything we do, proven time and again since 1873.

## Proven Excellence. ■

### Business Unit Grinding & Dispersing – The World's Leading Grinding Technology

NETZSCH-Feinmahltechnik | Germany  
NETZSCH Trockenmahltechnik | Germany  
NETZSCH Vakumix | Germany  
NETZSCH Lohnmahltechnik | Germany  
NETZSCH Mastermix | Great Britain  
NETZSCH FRÈRES | France  
NETZSCH España | Spain  
ECUTEC | Spain

NETZSCH Machinery and Instruments | China  
NETZSCH India Grinding & Dispersing | India  
NETZSCH Tula | Russia  
NETZSCH Makine Sanayi ve Ticaret | Turkey  
NETZSCH Korea | Korea  
NETZSCH Premier Technologies | USA  
NETZSCH Equipamentos de Moagem | Brazil

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