

GEA 4Service – Committed support with HX-Factor

Your comprehensive carefree package



Service with HX-Factor

The HX-Factor is our promise. It stands for our unique expertise in heat exchange (**HX** = **H**EAT E**X**CHANGE) and ensures you a wide range of benefits. Best possible service with competent planning: Thanks to our know-how as one of the leading designers and manufacturers of air conditioning systems and our network of regional depots, we can provide you with scheduled maintenance, certification and record logs for your complete inventory of equipment and installations.

GEA 4Service – Disposition for your good climate

Count on our know-how and network all around the globe

We offer both regional and national service support – expertly planned, 365 days a year, in conformance with the latest fluorinated greenhouse gases (F-gas) regulations.



As one of the leading designers and manufacturers of air conditioning systems, the GEA experts for air treatment know just about all there is to know on keeping your system operating efficiently and effectively. Maintenance forms part of our package of services which includes A/C, ventilation, heating and refrigeration, and which is supported by our global commitment.

From our network of regional depots, our team of engineers can provide scheduled maintenance, certification and record logs for your complete inventory of equipment and installations. We also provide reports on equipment condition, necessary repairs and safety advice, and we are thus fully able to meet the demands of the end user.









GEA 4Service at one glance

Profit from security, availability, and efficiency

- Maintenance Contract
- Emergency Service
- Full System Commissioning
- Checking of energy efficiency
- Spare parts
- Documentation and Certification



Maintenance Contracts

Different service packages, multiple benefits

- Reduced liability of emergency breakdowns
- Extended lifecycle
- Optimum Performance
- Lower energy consumption

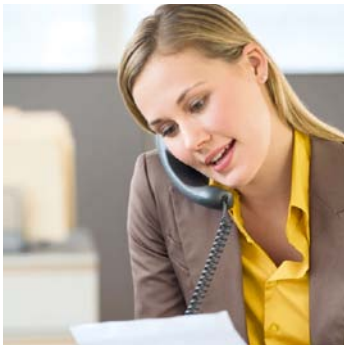


Customized long-term safety

Choose from four contract levels – entirely according to your needs and budget

Bronze

This kind of contract comprises attendance by a GEA engineer to carry out routine maintenance on all items of a specified plant at predetermined intervals. The agreed schedule would be determined by equipment criticality and use, budget constraints and site-specific factors as advised by the client. This option includes emergency support, with guaranteed response times depending on the region you are located in.



Silver

This offer provides bronze cover as described above with the addition that all labor costs for repairs, service calls, or remedial works are included.

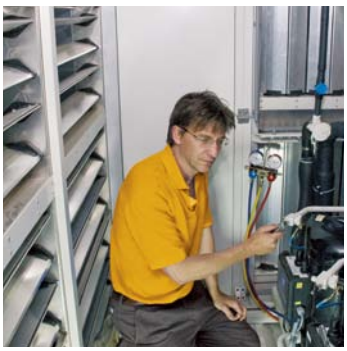


Gold

Here, silver cover plus all consumable materials associated with maintenance such as air filters and drive belts are included.

Platinum

If you wish to have full service, please contact our regional office for more information.



You can see most advantages of GEA 4Service immediately. Some of them only after several years.

2013
Installation and commissioning to operational status. Establishment of quarterly maintenance regime, formulation of F-gas legislative documentation if required.

2015
Continuation of routine maintenance and service regimes.

2017
Evaluation of current facility operational requirement against the original design criteria, continuation of routine maintenance and service regimes.

2019
Continuation of routine maintenance and service regimes.

2021
Continuation of routine maintenance and service regimes.

2023
Equipment performance review and analysis, major service program.



We assure quality – in manufacturing, management, and service

Keeping your advantage in mind

Our products are specifically designed for the precise control of air temperature, humidity and quality in applications such as telecommunications suites, data centers and clean rooms. Our commitment to quality is assured in manufacturing, management, and total service. GEA 4Service has received recognition and accreditation from a number of organizations including Lloyds Register of Quality Assurance, certified to ISO 9001. The increased implications of F-gas and ozone depleting legislation place significant responsibilities on end users. In response to this, GEA 4Service actively supports and manages this obligation on the customers´ behalf. We ensure that all statutory requirements are met, as well as appraising the customer and addressing any amendments or expansion to the directive.

Our core values add up to a superb service

for a complete range of components for heating, ventilation, and air conditioning systems

We provide an excellent choice of planned maintenance options along with essential emergency cover to give you peace of mind. We take a very personal and individual approach supporting our customers. Our specialized service engineers are fully conversant with all legislative and environmental aspects pertinent to air treatment systems.



Planned maintenance

- Customer sensitive
- Pre-arranged visits
- Security conscious
- Health and safety and environmental focus

Comprehensive report

- Legislation compliant
- Performance/SLA
- Asset management
- Energy management

Emergency call facility

- 24/7 365 days a year
- Guaranteed response
- First fix strategy



GEA 4Service

National service support

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We live our values.

Excellence • Passion • Integrity • Responsibility • GEA-versity

GEA Group is a global engineering company with multi-billion euro sales and operations in more than 50 countries. Founded in 1881, the company is one of the largest providers of innovative equipment and process technology. GEA Group is listed in the STOXX® Europe 600 Index.

GEA Heat Exchangers

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