


## After Sales & Service

Maintenance, repair and optimization for air cooled condensing systems

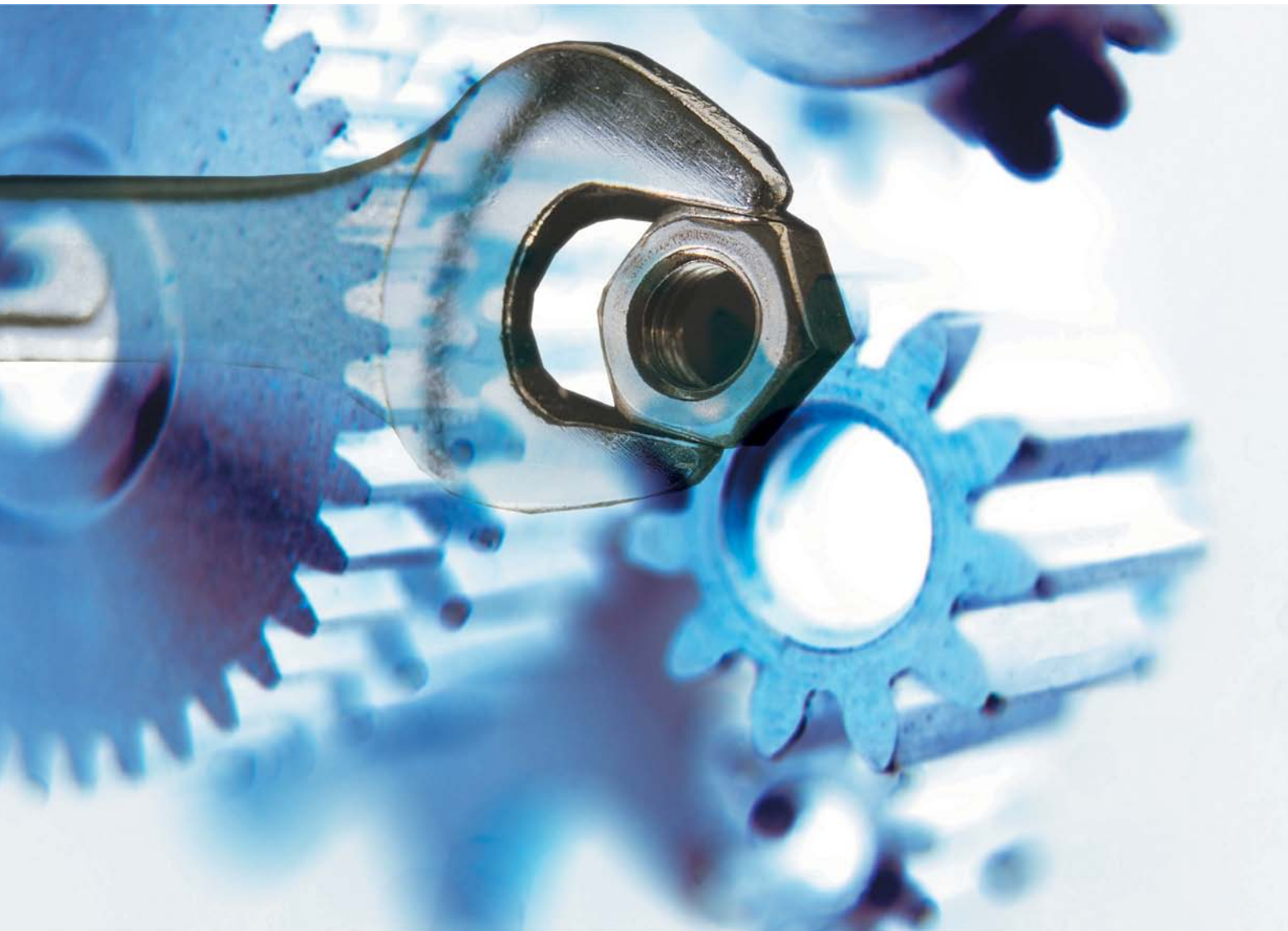
- Your partner for dry cooling plants
- GEA quality made in Germany
- Worldwide operations in more than 20 countries
- Native speakers speak your language
- Individual service concepts
- GEA and third-party plants
- Maximum availability, operational reliability and plant efficiency

# Your Specialist for Dry Cooling

**The Business Unit ACC/Heller in the GEA Segment Heat Exchangers of the GEA Group provides every kind of service for dry cooling units.**

Drawing on our experience over several decades we can offer you service plans tailored to your individual needs for maximum operational reliability, plant efficiency and availability over the entire working life of the plant.

As one of the few that are active worldwide, we are proficient in both types of cooling processes – dry and wet cooling. That is especially important if you are planning to move from wet to dry cooling, or vice versa. All of our services are available for GEA plants and parts, as well as for facilities built by third parties. Worldwide in more than 20 countries.



- Departments for process technology, construction, and installation
- In-house research and development
- International project management
- Online monitoring for remote diagnostics
- On-site facility staff training



*Incident management online: Solutions are found via direct communication with customers.*

## Achieve projected performance safely and reliably

**GEA is superbly equipped to offer you features that extend far beyond conventional service standards.**

Our in-house specialists provide complete solutions for all sectors, from process technology to construction and installation.

Our research and development department allows us to continually improve our products, and as a part of engineering, to conduct technical tests and feasibility studies. These services are especially valued, because they allow planning errors to be avoided from the beginning.

A further advantage lies in our online monitoring service. This allows an early detection of operational problems from our headquarters in Herne and offer you immediate support in suggesting effective remedies. A growing number of customers also use this option as part of their preventative maintenance and plant safety programs.

All of our services can be adapted to meet individual needs. In addition to measures involving facility construction and performance enhancement, you can also arrange a service program for partial or complete facilities.

Most of our plant servicing experience to date has been in the power station sector and in process industries. However, the development of new business for cooling systems in the biomass and waste incineration sectors has strengthened our expertise with the specifics of a wide variety of systems.

# Service- Management

**From original replacement parts to comprehensive retrofit projects, GEA is always the right partner to contact.**

The replacement of the heat exchanger bundle is central to any retrofit project. Through the huge network of manufacturing facilities in the GEA Heat Exchangers Segment we can supply any type of bundle to any destination, worldwide. Our experienced site supervisors can help your servicing personnel carry out modification work; or you can choose the turnkey option in which one of our project teams completes the work for you, to agreed criteria. This comprehensive service can allow you to achieve the same quality as for a new build.

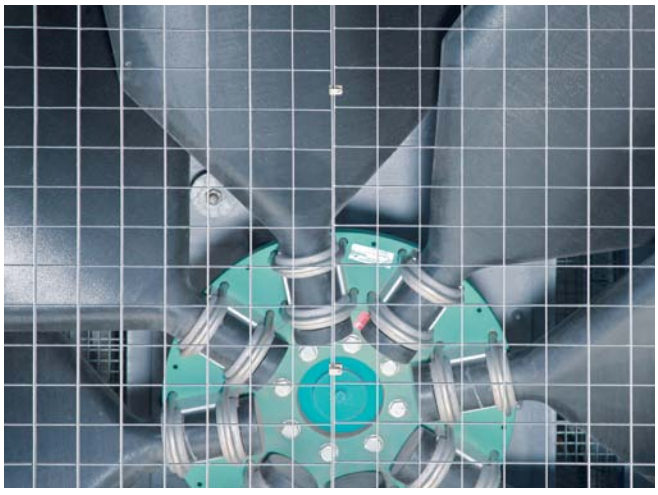
Partial facility services employ our network of agencies and strategic partners worldwide to provide the required service. Careful control and adherence to global standards ensures that you will receive the quality you would expect from the plant manufacturer at local hourly rates.

With whole plant service, we ensure that there will be procedures in place that are individually tailored to the operation of the entire facility. An example would be the surveillance of cooling fan systems plant-wide, which is available with GEA's online monitoring.

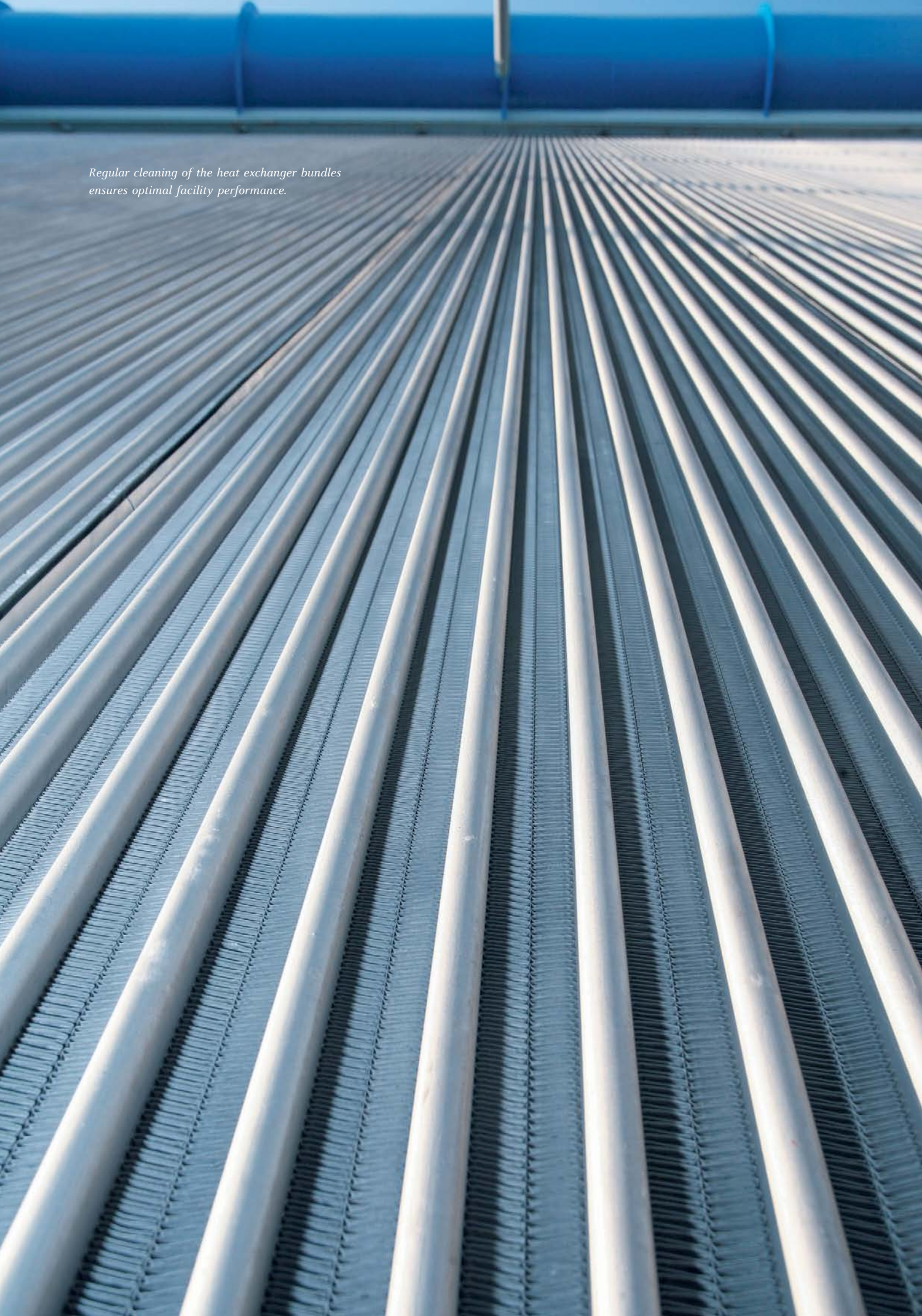
**Plant modification and performance enhancement:**
- Replacement of the heat exchanger bundle
- Upgrading of the drive units

**Partial plant service:**
- Inspection and maintenance
- Identification of leaks
- Cleaning of the heat exchanger surfaces

**Whole plant service:**
- Service contracts to maintain availability and performance
- Monitoring to enable rapid analysis of defects in the event of malfunctions
- The procurement and maintenance of stocks of spare and replacement parts



*The optimal fan setting ensures the best facility performance.*



*Regular cleaning of the heat exchanger bundles ensures optimal facility performance.*

Excellence Passion Integrity Responsibility GEA-versity

GEA Group is a global mechanical 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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