

## SERVICE

SEMICONDUCTOR  
SOLAR  
PHARMA  
POWER GENERATION  
FOOD & BEVERAGE  
PULP AND PAPER  
CHEMICAL  
OIL AND GAS  
MINING  
RECYCLING



# Everything Under Control

H+E offers customer service, spare parts, chemicals and supplies – worldwide.





## Our Service – A Clean Affair All Around

The name HAGER + ELSÄSSER® has stood for innovative solutions in industrial water and wastewater treatment worldwide for more than 80 years. Our technologies and services are individually tailored to each customer's specific requirements on site and designed for the long-term economic operation of their water treatment plant. In order to maintain the operational safety and quality of every system, wear parts, fillers and operating materials should be regularly replaced

or supplemented as necessary. For safe and reliable operation, we recommend regular maintenance by our trained service technicians at a frequency to suit you.

HAGER + ELSÄSSER® offers you a full range, from the supply of spare parts and operating materials to optimisation of existing systems as well as the replacement of the entire installation. Our qualified service staff is also at your disposal internationally for consultations, repairs, and maintenance.

# Our Services For You At A Glance



Our brand SERVO® for water treatment plants and technologies was already introduced in 1939.

## Hotline - 24-Hour On-Call Service

- Telephone support by customer service technician
- Emergency assistance on site after consultation

## Maintenance Service

- Regular maintenance to ensure consistent water quality
- Limitation and elimination of problems with the plant
- Specialist supervision by qualified H+E personnel
- Support of third-party systems
- Possibility of remote monitoring
- Training of the operating staff
- Fine adjustments and adaptation to changed operating conditions (inlet values, limit values, etc.)
- Calibration

## Provision of a Service Consultant

- Implementation of plant audit (actual status test)
- Consulting for process and plant optimisation

## Optimisation and Modernisation of Existing Plants

- Planning
- Implementation of agreed measures
  - Modernisation of control and automation systems (conversion from S5 → S7)
  - Upgrading or renewal of dosing equipment and chemical storage tanks
  - Field trials and adaptation of the chemical dosage during operation
- Modernisation concepts with parts replacement
- Generational leap key components (MK II → MK III)
- Construction Management
- Coordination of suppliers
- Material Procurement
- Commissioning

## Analytics

- Resin analysis, water analysis, DOC, solids analysis with evaluation (on site, laboratory)
- Further analyses on request

## Compact Systems\*

\* Please request our product catalogue for more information.

- Reverse osmosis, demineralization, softening etc.
- Storage
- Pressure boosting

## Spare Parts

\*\* Warehouse at the customer's site. The goods remain in the possession of the supplier and will only be invoiced to the customer or purchaser upon removal.

- Manufacturer-independent procurement
- Fair price for optimal product
- Coordination of delivery at agreed times
- Consignment warehouse\*\* with delivery guarantee
- Research of replacement components
- Export



## Chemicals

Large selection of specialty chemicals for various applications:

- Precipitants / flocculants
- Defoamers
- Nutrients + trace elements
- Hardness stabilisers
- Dispersing agents
- Corrosion protection fluids
- Anti-scalants
- Disinfection procedures
- Cleansers
- Heat transfer fluids, frost protection
- Basic chemicals
- Test kits

## Special Service for Anaerobic Reactors

- Functional test and maintenance before official acceptance
- Procedural review and recommendations for performance improvement
- Individual process stages: biofilter, sand filter

## Staff Training

On site upon request



## Benefits

- Customised service solutions for years of satisfaction with your system
- Increased operational safety (to avoid plant failures)
- Significant reduction of the effort for you:
  1. Everything from one source
  2. Worldwide service
  3. Personal, long-standing customer care
  4. Trained, qualified service personnel

## Take Advantage of Our Consulting Expertise

We always strive to offer our customers the technically and economically best solution, one that exactly meets their needs. To do this we use the entire know-how for all the applied processes that we have acquired in building more than 30,000 plants. We therefore ensure that we contribute to cost optimisation and the economic use of water resources, as well as to massive energy cost savings and a significant reduction of emissions from your production facility.

Note:  
All information in this publication is for information purposes only. It must not be interpreted, nor is it intended to represent any kind of warranty or guarantee. The only legally binding statements are those contained solely within our quotations. Errors and omissions excepted.

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