



**Global service**





### Global service

Installers and operators of gas-fired production systems rely on smooth operation. To guarantee this you need first class service.

Kromschroder offers after-sales service globally. Service deployments are coordinated centrally from our head office in Osnabrück.

This gives you the following benefits:

- // Coordination of dates with your production
- // Flexible reaction to unforeseen events
- // Telephone service to help you help yourself
- // Service technicians close to you



### Qualified service technicians and service engineers

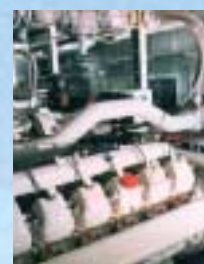
- // Experts for gas pressure measuring systems pursuant to DVGW codes of practice G 490, G 491 and G 495
- // Advanced training using continuous training courses and exchange of experience

### Every expert you will ever need from a single source

Kromschroder holds the following licences:

- // Certified company pursuant to DIN ISO 9001
- // Certified servicing company pursuant to DVGW code of practice G 676
- // Qualified specialist contractor pursuant to DVGW code of practice G 493
- // Registered as an approved installation contractor for gas installation and electrical systems





## Kromschroder offers you professional global service

### Commissioning Kromschroder systems

- /// Gas systems, control cabinets and electrical controllers
- /// Commissioning assistance and customer training on gas systems
- /// Customer training to help you help yourself
- /// Optimal burner setting using a flue gas analysis to reduce environment impact and save energy
- /// Rectification of problems, also by remote diagnostics, Internet or telephone

### Service contracts

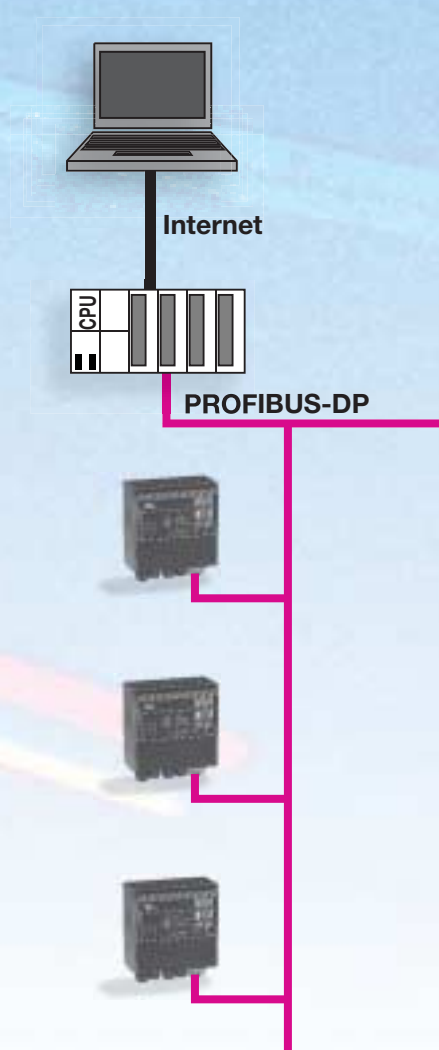
- /// Preventive maintenance is a prerequisite for the perfect operation, high availability, economy and long service life of your systems. We offer tailor-made service contracts to provide this.

### Spare parts / Spare part service

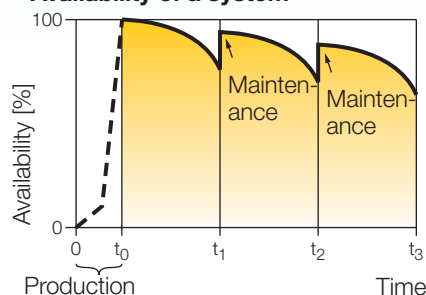
- /// Our after-sales service technicians travel with a mobile stock of parts, from which we provide you with the spare parts you require. Our staff will provide you with a spare parts quotation specially for your system on request.

### Reports

- /// After every deployment of our after-sales service staff, a detailed report (including measurement protocols, digitised photographs and system information) is produced on the laptop whilst they are still on site. This is given to you and further copies can be requested at any time by mail or fax, even years later, from our after-sales service head office.



**Availability of a system**



**The current addresses of our international agents  
are available on the Internet:**

[www.kromschroeder.com](http://www.kromschroeder.com) ▶ **Information** ▶ **Contacts**

**Central After-Sales Service**

Mr Kozlowski (Manager) ++49 (0) 541/12 14-365  
Mr Schare ++49 (0) 541/12 14-499  
Fax ++49 (0) 541/12 14-547  
E-mail kundendienstzentrale@kromschroeder.com

Weekend Fri. 4 pm – 6 pm  
Sat. 8 am – 12 noon  
Switchboard ++49 (0) 541/12 14-0

