Customer Services

We are ready to help you, dealing with customer relations and supporting plants world wide in connection with all FLSmidth Automation products.

FLSmidth AUTOMATION

Objective

FLSmidth Automation offers you various customer services to help you protect your investment in FLSmidth Automation products. The aim of these activities is to ensure maximum customer satisfaction as well as product efficiency.
After the system warranty expires and you have the responsibility of maintaining the system, we can still assist you.
The Customer Services department of FLSmidth Automation supplies you with support by means of:

- Support by fax or telephone contact
- Remote computer system access
- Visits on-site
- Training courses
- Supply of spare parts
- Service Agreements

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SERVICES

Training

FLSmidth Automation offers professional training in all product areas.

- Scheduled training program
- Customer adapted courses
- Training held at your plant or at our premises

Spare Parts and consumables

We can provide you with:

- Sets of spare parts
- Single items
- Repair service

Troubleshooting

At times you may need urgent assistance and good advice. When you contact Customer Services the problems are normally solved via contact with one of our specialist engineers. You describe the difficulties in details and - depending on the type of problem, they can be solved by:

- Telephone guidance.
- Mail/fax guidance.
- A remote computer access, where we may make modifications to your system directly from our office.
- On-site Service Visits.

Scheduled Services

For various reasons you should consider pre-planned assistance to improve your system, in form of:

- Preventive Maintenance Visits, which include a check of the existing systems, testing, a system status report, informal training, recommendations, etc.
- System Upgrades, which prevent your system from being outdated. This will most often involve a visit for re-commissioning.

Cooperation form

The FLSmidth Automation services are normally included in a Service Agreement and established directly between the plant and FLSmidth Automation. The Service Agreement defines necessary services to keep the system in a good working condition at attractive price levels.

Entering a Service Agreement is advantageous for you due to the following reasons:

- Your problems are first priority to us.
- You have access to our 24 hours Hotline Service.
- You benefit from regular Preventive Maintenance Visits.
- Remote software maintenance via modem.
- You can get reduced prices on Spare Parts, additional Service Visits and Training.
- The payment is dealt with once a year and all services included in the agreement follow automatically.

The alternative to a Service Agreement is to acquire the services as individual ad-hoc services.

All customers have different needs for service and we intend to match exactly the profile that you are requesting!

Information

For further information and a specific quotation, please do not hesitate to contact Customer Services.

You can contact us by phone, fax or mail. The phone and fax numbers along with our e-mail and web address are indicated below.

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