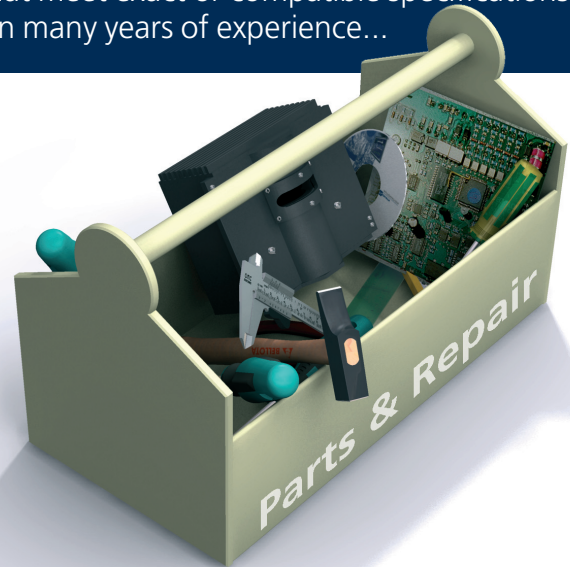


Parts & Repair

FLSmidth Automation undertakes the task of advising and supplying original spare parts that meet exact or compatible specifications. Our know-how is based on many years of experience...



Objective

FLSmidth Automation undertakes the task of advising and supplying original spare parts that meet exact or compatible specifications. Our know-how is based on many years of experience, as well as records on all systems and products delivered by FLSmidth Automation.

We follow manufacturer development. Often product life cycles are short and have a rapid change of parts. If equipment is obsolete and spare parts are no longer available from suppliers, FLSmidth Automation will evaluate options and suggest the best alternative solution.

The spare part service handled by Customer Services is your guarantee that delivered spare parts are completely identical or compatible with the scope previously supplied by FLSmidth Automation.

The spare part service also includes consideration of whether or not you will benefit from dealing directly with our suppliers.

The overall goal is to secure reliable and trouble-free operation.

Parts availability

An adequate stock of spare parts is essential in order to minimize the effects of system failure and production losses when a sudden breakdown occurs. Our recommendation for how to define an adequate stock of spare parts is to consider the accepted downtime period for each specific system or product.

The presence of spare parts during commissioning is essential in order to ensure completion within the agreed time-schedule. This is optimally solved, when the parts are delivered simultaneously with the actual system components.

FLSmidth Automation recommends that spare parts are purchased for all equipment at an early stage in any project. "First time sets of spare parts" for two years' operation are normally purchased.

Service Description

The spare parts support service covers all spare parts relevant for the FLSmidth Automation systems. We can provide:

- **Sets of spare parts**
- **Single items**
- **Consumables**
- **Repair service**
- **Consultancy**, suggesting compatible spare parts or upgrades in case of obsolete items.
- **Product Upgrade**, which prevent your product from being outdated.
- **Spare Parts Availability Agreement** tailored to meet your needs.

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Sets of Spare Parts

Depending on the system recommended spare part sets may be classified as follows:

- **Critical spare parts:** items which are vital for the operation or items with a long delivery time.
- **Wear parts:** items which have a limited life time, typically covering two years of operation.
- **Consumables:** items which are constantly consumed during the daily operation.
- **Standard spare parts kits:** Recommended minimum spare part sets. Each spare part kit will be considered in relation to our history database and experience for the specific system.
- **Extended spare parts kits:** Additional spare parts recommended for applications allowing a very short down time period.

Single Items

Orders for single spare parts are carefully handled by Customer Services. Minor and major orders are considered to have equal importance; being fully aware that missing a single critical item may result in significant losses or failures.

Consumables

Consumables are parts for daily operation, for instance grinding pellets for QCX laboratory work, cabinet filters etc.

Repair Service - Customer Services will coordinate any repair of equipment delivered by FLSmidth Automation. All measures will be taken to minimize delivery and shipping time. For example the OnStream Analyser (QCX) or the infrared kiln scanner head (ECS/CemScanner head) are items we may receive for calibration purposes and eventually repair after years of use.

Consultancy -In connection with each spare part order, technical specifications are evaluated to make sure that delivered spare parts are completely identical or compatible with those previously supplied. If parts are obsolete or no longer supported by sub-suppliers, an effort will be made to suggest an alternative.

If interested in corporation regarding Asset Management, please contact us for partnership regarding this matter. We can offer to inform you in advance about parts which will become obsolete and no longer available.

- Consultancy regarding stock advice may be offered
- Consultancy regarding integration with other supplier equipment
- Feasibility of replacing versus upgrading of your system can be evaluated
- Asset Management

Spare Parts Availability Agreement

FLSmidth Automation can offer agreements i.e. to secure spare parts availability over a period of time. Customer Services are happy to tailor agreements to meet individual customer needs. Discuss your needs with us.