

# ADDING VALUE THROUGH AFTERMARKET SERVICES



Atlas Copco

Atlas Copco Gas and Process Solutions



# Reliable, Dedicated, Flexible

Atlas Copco Gas and Process is committed to helping customers around the world enjoy sustainable productivity. That's why we offer a full range of high-end Aftermarket solutions, using our market-leading manufacturing capabilities (including parts manufacturing) and our internationally recognized engineering expertise. Present in over 180 markets worldwide, our Aftermarket products and services ensure your operations continue to run smoothly, now and in the future.

When it comes to Atlas Copco compressors and expanders, our extensive Aftermarket presence allows us to respond quickly and comprehensively to customer needs.

After all, our engineers know the applications and processes used by our customers like no other provider. Decades of expertise and ongoing development go into producing our top-of-the-line Aftermarket products and services. That means we can be there for you – around the clock, around the world.

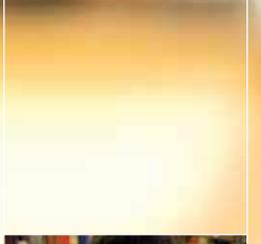
We are constantly enhancing our expertise and our workflows because that's what allows our customers to achieve the most with their Atlas Copco turbomachinery.

To ensure optimal performance, we interact closely with our customers. After all, your goal is also our goal: avoiding downtime and maintaining productivity over the long term.

That's why we focus on regular inspections and expert maintenance, and that's why we provide well-considered suggestions on how running systems can be upgraded and improved.

Instead of merely reacting with "quick fixes," we provide forward-looking customer service that is tailored to support your specific process.

*"We offer first-class customer service,  
when and where you need it."*



“Decades of expertise and ongoing development go into producing our top-of-the-line Aftermarket products and services.”



# Expert Service That Meets Your Needs

## Installation and Commissioning

Looking for a smooth start with your new machinery? Just ask our expert service staff – they'll be glad to help.

Our professionals will guide the entire process from start to finish, ensuring that installation and commissioning meld seamlessly with all other organizational and operational procedures.

## Maintenance and Inspection

Proper maintenance is critical for achieving optimal long-term productivity. That's why our flexible service options offer maintenance programs that can be tailored to meet your specific needs.

By identifying repairs and overhauls before they're required, we anticipate and reduce downtime. What's more, by ordering spare parts early, we can save you both time and money.

## Repair

When a repair is necessary, we use the information stored in our comprehensive customer database to ensure a rapid response.

Depending on the specifics of each situation, we perform repairs either directly on site or at one of our specialized Atlas Copco repair shops.

Our team, consisting of technical back-up and on-site experts, will consult with you in detail to identify the optimal solution, thereby ensuring downtime is kept to a minimum.

## Reconditioning

The experts at your nearest Atlas Copco service facility are right there when it comes to reconditioning your turbomachinery.

Because they stay up to date on your applications and processes, our specialists can respond quickly and efficiently to your service needs.

“Our experts will consult with you in detail to identify the optimal solution, thereby ensuring downtime is kept to a minimum.”

### Reconstruction and Backfitting

Having purchased from Atlas Copco, you own a machine that is built to enhance your productivity for 25 years or longer.

Naturally, your operations are likely to change over the next quarter of a century. That's why your Atlas Copco machine can be revamped in a number of ways.

Talk to our engineers about the changes you require to maintain or increase the efficiency of your processes. We can submit a detailed reconstruction scheme, including a cost estimate.

And of course your machine will be treated as if it were being manufactured for the first time and will be returned to you with all the expected documentation and a warranty.

### Vibration and Performance Analysis

Vibration and performance analysis has proven to be a valuable tool in the preventive maintenance process.

During the analysis, specially trained Atlas Copco engineers examine operational data to predict future performance. The findings either confirm that performance is expected to continue according to preset parameters, or they identify potential shortcomings, signaling the need for corrective measures.

When the findings suggest corrective measures are needed, we will gladly work with you to plan repairs, order parts, schedule maintenance, or implement other required responses.



A horizontally-split bearing

### Our Aftermarket Team Offers You:

- Superior customer service around the globe
- Customized service provided by engineers who know your applications
- Rapid response times when processing your requests
- 40 years of global experience and ongoing investment in know-how and technology
- Quality spare parts and maintenance options that ensure your processes are always running smoothly and efficiently
- Examples of partnerships with satisfied customers around the world

## Our Aftermarket Products and Services



“Our staff can reply quickly and efficiently to your needs, even on short notice.”

---

# Fast and Sustainable Solutions

## **Spare/Replacement Parts: Protect Your Investment**

Only original Atlas Copco parts can guarantee reliable, long-term operations. We produce the majority of our spare parts in-house, then store critical post-sale information in our extensive product database.

That means we have instant access to your equipment specifications, including accuracy grade, material composition, and process-specific data. This means our staff can respond quickly and efficiently to your needs, even at short notice.

## **Gas and Process Oils: Only the Best**

Gas&Process Fluid VG 32 and Turbo Oil Plus (VG 46) allow machines to meet the most strenuous demands posed by today's operating environments – thus prolonging the lifespan of your equipment. Both oils were developed and tested specifically for Atlas Copco Gas and Process products.

Unlike any equivalent product on the market, they not only meet key international OEM standards for first-rate performance – they exceed them.

### **Did You Know?**

#### **We Have Special Training Courses for You**

To ensure that your plant runs smoothly and efficiently, we offer special training courses for your operating personnel. Your employees will learn far more than just the basic characteristics of your machine. Our courses will help them identify and localize malfunctions before they become disruptive. In addition, they will learn what to do in case of severe malfunctions and emergencies.

# Instant Service

### Phone Support

In many cases, a simple phone call can resolve any issue that impacts your operations. Our Atlas Copco specialists are therefore on call to assist you when questions arise.

Because they have extensive experience servicing Atlas Copco machines on site, our professionals can often suggest a solution over the phone that minimizes downtime and returns your operations to productivity.

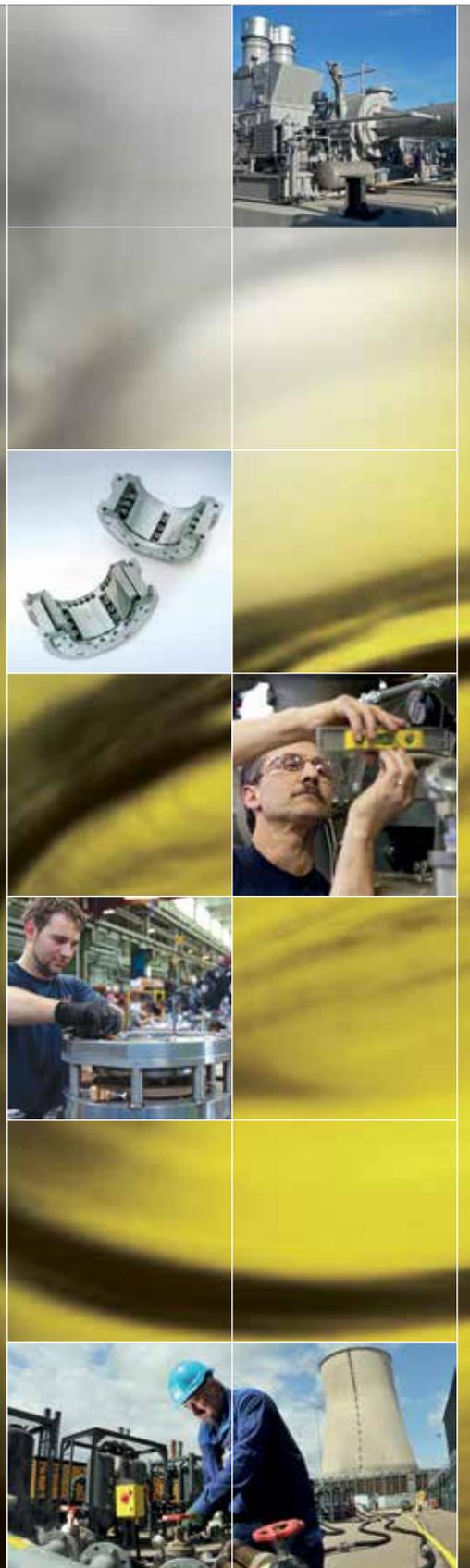
### Field Service

In case of malfunction, telephone support is your first point of contact to our customer-service specialists. If this doesn't solve the problem, a member of our Aftermarket team will arrive on site to investigate the problem further.

With extensive hands-on experience and prior knowledge of your machine's documentation and operational role, they can provide insight into the most effective means for overcoming the malfunction.

In addition, our Aftermarket experts undergo ongoing professional training, meaning the solutions they offer are forward-looking and state-of-the-art.





“Our Aftermarket experts can provide insight into the most effective means for overcoming malfunctions.”

## The Best Plan for Your Needs

Atlas Copco Gas and Process offers three service contracts, allowing you to choose the plan that best fits your needs. Moreover, our lump-sum prices will help you keep your maintenance budget within preset limits. So talk to our experts – they'll be glad to help you identify the service option that makes sense for your individual process.

### Inspection Plan

- Regular diagnostic checks, including detailed reports
- Alerts for maintenance or repair needs
- Individualized service proposal designed to keep your machine in optimal working condition
- Documented inspection of all spare parts within your inventory
- Recommendations for replacement parts

### Preventive Maintenance Plan

- Systematic services based on your specific product's user manual
- Rapid exchange of specified parts
- Detailed diagnostic report documenting all necessary future measures
- Documented inspection of all spare parts within your inventory
- Recommendations for replacement parts

### Total Responsibility Plan

- All parts and lubricants
- All maintenance and repair work
- Execution of plant-specific service activities relating to your machine (excluding daily maintenance)
- Automatic implementation of technical advances that improve the performance and prolong the lifespan of your machine
- Documented inspection of all spare parts within your inventory
- Recommendations for replacement parts

#### Did You Know?

#### We Have Special Financing Models

Atlas Copco Customer Finance provides clearly detailed and customized financing solutions – optimized for your individual situation. All options are based on our extensive equipment, industry, and financing experience.

Please don't hesitate to contact us – we'll be glad to discuss a plan that allows you to acquire our state-of-the-art machinery.



Copyright BASF SE

“Customer satisfaction is our ultimate goal.  
We are there for you.”



## ***COMMITTED TO SUSTAINABLE PRODUCTIVITY***

We stand by our responsibilities towards our customers,  
towards the environment and the people around us.  
We make performance stand the test of time.  
This is what we call — Sustainable Productivity.

Atlas Copco Gas and Process Division  
Schlehenweg 15, 50999 Cologne, Germany  
+49 2236 96 50 0  
[www.atlascopco-gap.com](http://www.atlascopco-gap.com)

***Atlas Copco***