


Leaders in Zero Liquid Discharge

**H2O** 

 German Engineering



**H2O Customer Service. Effective and Reliable.**



Our aim is to support you comprehensively. Thus customer care is of particular importance in our company. Our customer care services are unique, ensuring highest machine availability, process reliability and minimized operating cost.

Matthias Fickenscher und Frank Schlegel, Managing Partners H2O GmbH

## Partnership during the products entire Lifecycle. Professional service, reliable and fast.

Our customers have known and trusted the reliability and operational security of VACUDEST vacuum distillation systems for decades. This trust is largely founded on our unique customer service care concept, which is designed to ensure the long-term efficient operation of your system.

As pioneers in the industrial application of vacuum distillation we succeeded in making this wastewater reusable. More than 25 years of experience and the inevitable comprehensive industry know-how enable us to provide you with effective support for the operation of your VACUDEST vacuum distillation system. Ideally, our support staff would assist you through every stage in the lifecycle of the system.

For us, training programs using state-of-the-art technology are an integral part of

customer service. That's why we offer you operator training courses at our headquarters in Steinen. This allows you receiving expert training most of the time even in your native language.

Our customer care service includes telephone and remote service support and, of course, also support on site. Thus, we cooperate with you to configure your VACUDEST vacuum distillation system for optimum performance, by increasing safety and minimizing operational costs.

### H2O Service stands for:

- Partnership
- Competence
- Reliability
- Efficiency



Our H2O service team supports you competent and fast. Be it on the telephone, via remote service or personally, on site. We are at your service.

## Maintenance from the experts. Increased system availability and value retention.

### Maintenance from the experts:

- Increased system availability
- Regular software updates
- Calculable costs
- Minimized operation costs

The best solution for optimizing system availability is to arrange for regular preventive maintenance to be carried out by experts. Nobody knows our VACUDEST vacuum distillation systems better than us; after all, all such systems are entirely manufactured at our main plant in Steinen (Germany). Benefit from over 25 years of experience by assigning preventive maintenance tasks for your systems to our proven experts. This will give you peace of mind by ensuring that your VACUDEST vacuum distillation system continues to run as smoothly and remains as functional as ever. Our detailed maintenance schedules prevent potential damage and preserve the value of your investment.

By concluding a maintenance contract with H2O, you can plan ahead for maintenance-related costs. Furthermore, this will automatically extend your warranty period from 12 to 24 months.

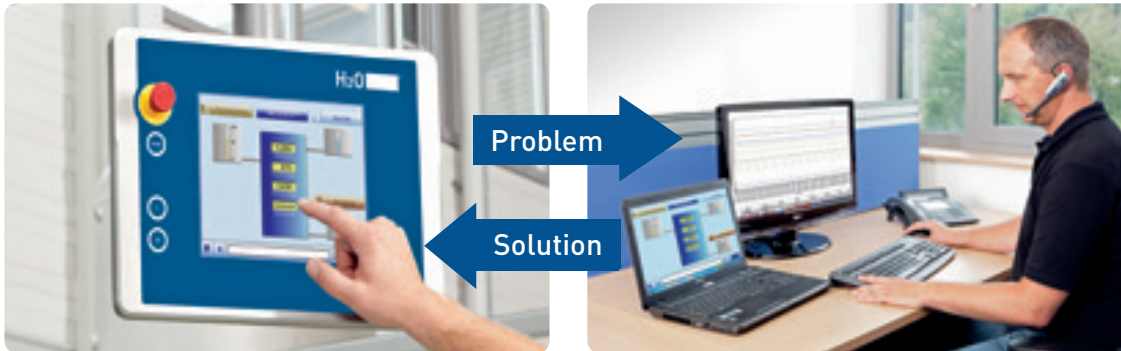
Our offer is complemented by a number of other advantages, such as professional support by our application center for zero liquid discharge and free operator training programs at our main plant in Steinen. In addition, we will contact you automatically whenever system maintenance becomes necessary. You can count on us.



Preventive maintenance increases system availability. Our service technician's expert know how ensures reliability of your VACUDEST vacuum distillation system.



Regular software updates improve performance of your system. Take advantage of cost free software updates, included in our maintenance contracts.



Effective and low cost support: Our Vacutouch control systems transfer process data to our specialized technical customer support team.

Via e-service the problem is identified quickly and a respective solution is provided. In 8 out of 10 cases an on-site service visit is not necessary any more.

## Reduced efforts, minimized costs. E-service for fast and competent solution.

Faster service, to allow faster restart of your production – that is what our innovative e-service stands for. The principle is simple: Even if organized optimally it takes time to bring a service technician on site. Therefore our e-service helps you faster and very cost efficiently.

Our innovative Vacutouch control system allows easy remote access to your VACUDEST vacuum distillation system through the internet. This is possible for us, as well as for your skilled operators. If internet is available you can easily get access to your system, no matter where you are.

We provide solutions before the error occurs. Our predictive maintenance system identifies possible problems before they create a problem and thus prevent errors. This prevents expensive repair and reduces down times in your process to a minimum.

Besides actual process data a history of the last twelve months is available. This allows our experts to get a quick and complete overview about the situation on site, enabling them to provide fast and competent solutions. Therefore more than 80 % of the on-site service visits are not necessary any more, saving your time and your money.

Should, however, an on-site visit be necessary, it is prepared optimally. The required spare parts are send out in advance and our specialized service technicians already have prepared the right solution.

### Optimum Support:

- Fast and competent
- Available worldwide
- Low cost



The product file of your VACUDEST system allows us to deliver spare parts very fast. If you order before 1 p.m. on workdays, your parts will be sent to you that same day.

## Unique spare part service. Exact match and reliable.

### Reliable spare parts service:

- 24 h Service
- Cost efficient exchange service
- Unique spare parts service

Take the safe route when ordering spare parts for your VACUDEST vacuum distillation system. Thanks to our excellently organized spare parts warehouse, we are always able to react swiftly to your requests. If you order before 1 p.m. on workdays, your parts will be sent to you that same day.

The product file of your system allows us to find out precisely which parts are installed at your facility and enables us to deliver the matching spare parts with a functional warranty. This ensures that any repair activities are executed promptly and that your system continues to work reliably after that - all with the aim of reducing downtimes and maximizing your system's availability.

In some cases, it may be more sensible and much more cost-effective to repair defective parts instead of replacing them. This is why we developed our unique replacement service for process-relevant system components. We send you a professionally repaired spare part, you install it and send the defective part back to us. You won't have any more efforts. After completing repairs, we only charge you the repair costs.

This comfortable replacement process is uncomplicated, saves you a lot of time and allows you to concentrate on your production process. This comfortable exchange process is an unique, exclusive premium service, especially for our valued customers.

## Increased efficiency in your production. Competent re-engineering, effective and reliable.

We support you during optimization of your business process, making sure that your trusted VACUDEST system perfectly fulfills the altered requirements in your production process.

You strive to improve efficiency in your production process? With us as partner this is easy. Thanks to VACUDEST's modular design, many adjustments can be implemented with very little effort and minor extra costs.

Introduction of new, innovative process chemicals or the addition of completely new production processes can require changes to your trusted system for industrial wastewater treatment. Possibilities are simple modifications, capacity increase, or even complete repositioning of the system.

In our application center for zero liquid discharge, we test the effects of your process

modifications on the wastewater processing system. Based on the results, we develop appropriate solutions for your individual requirements, to ensure the continued reliability and efficiency of your VACUDEST vacuum distillation system.

During the next stage, we create a detailed and efficient schedule for the necessary reconstruction activities. Together with you, we reduce the amount of downtimes and make sure that your access to the system is restored as soon as possible. Benefit from more than 25 years of experience and implement your modifications in a successful and cost-efficient way.

### System modifications:

- Lowest downtimes
- Perfectly planned, Technically and logistically
- Reliable processes
- Re-Engineering



System re-engineering during ongoing production require perfect planning. Our specialists rely on more than 25 years of experience, ensuring smooth project execution.



In our application center for zero liquid discharge, we test the effects of your process modifications on the wastewater processing system.

