

## ESSENTIAL PACKAGES FOR A SUCCESSFUL DECANter LIFE



service, repairs & after-sales

# SERVICE, REPAIRS & AFTER-SALES

## ESSENTIAL PACKAGES FOR A SUCCESSFUL DECANTER LIFE

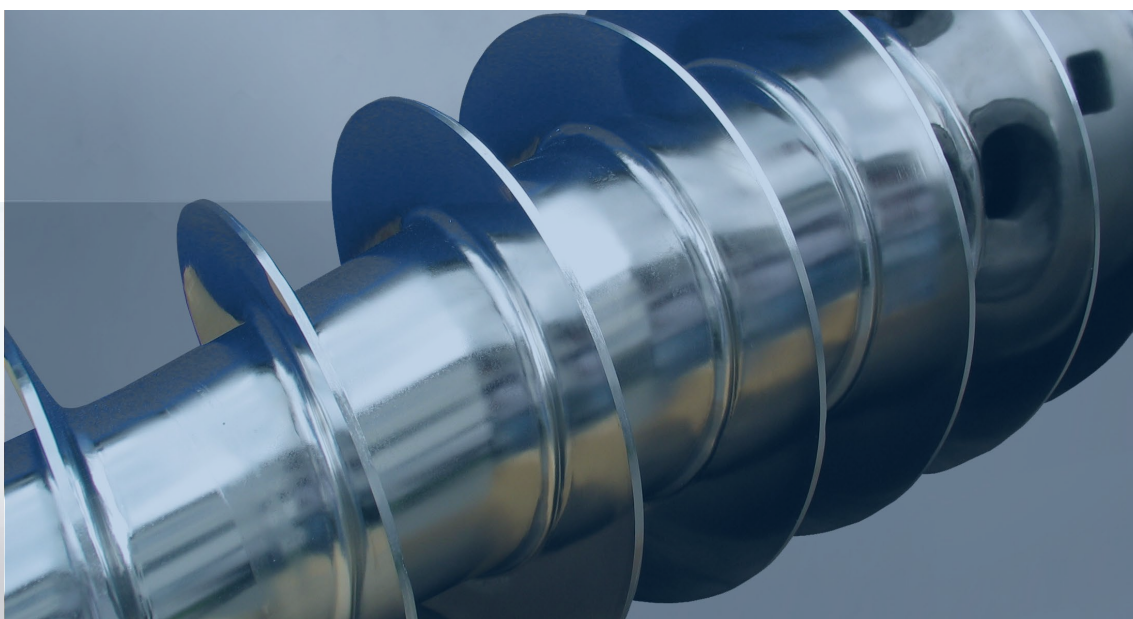
### MAXIMUM RELIABILITY

All over the world, HILLER decanters are performing their duties with the utmost reliability. The requirements of our customers in terms of operational reliability and availability of the machinery and system technology used are increasing continually.

Simply by purchasing a new HILLER decanter, our customers are selecting a comprehensive **ESSENTIAL SERVICING CONCEPT** that guarantees professional care for your decanter and systems for the entire life cycle of the equipment.

### NO STANDSTILL TIME

The HILLER decanter is often at the centre of a highly integrated production facility and a standstill would have a serious impact on the operating result. A lack of machine redundancy can also intensify the problem. This situation is an extremely delicate one, particularly in the context of 24/7 operation, seasonal operation or when dealing with products with a short shelf-life.





## BCS SPARE PARTS CONCEPT

To ensure maximum operational reliability for our customers, HILLER has developed the **BCS SPARE PARTS CONCEPT** and has successfully implemented this for many delighted customers. BCS here stands for the modular levels of the Basic, Comfort and Safety spare parts packages. Every level includes a carefully compiled spare parts package including

comprehensive text and image documentation for all HILLER units supplied.



The choice of packages required is made by the customer. Every additional module increases the operational reliability of the customer's system by another level up to the maximum.

We would be happy to provide you with a tailored BCS spare parts quotation in line with your personal requirements.

# HILLER STAFF SERVICES



## COMMISSIONING

Commissioning with our own HILLER specialist personnel

Wet and dry commissioning processes carried out at HILLER headquarters together with the customer

Product commissioning and on-site training of customer personnel



## REMOTE SERVICE

AR software solutions for efficient remote communication

AR hardware systems applicable for temporary on-site use

Professional communication with highly qualified HILLER personnel

Remote data analysis and remote diagnostics through installed modem

Cost reduction through travel cost savings and low downtimes



## TROUBLESHOOTING

Professional support from competent back office team

Availability via all modern communication channels

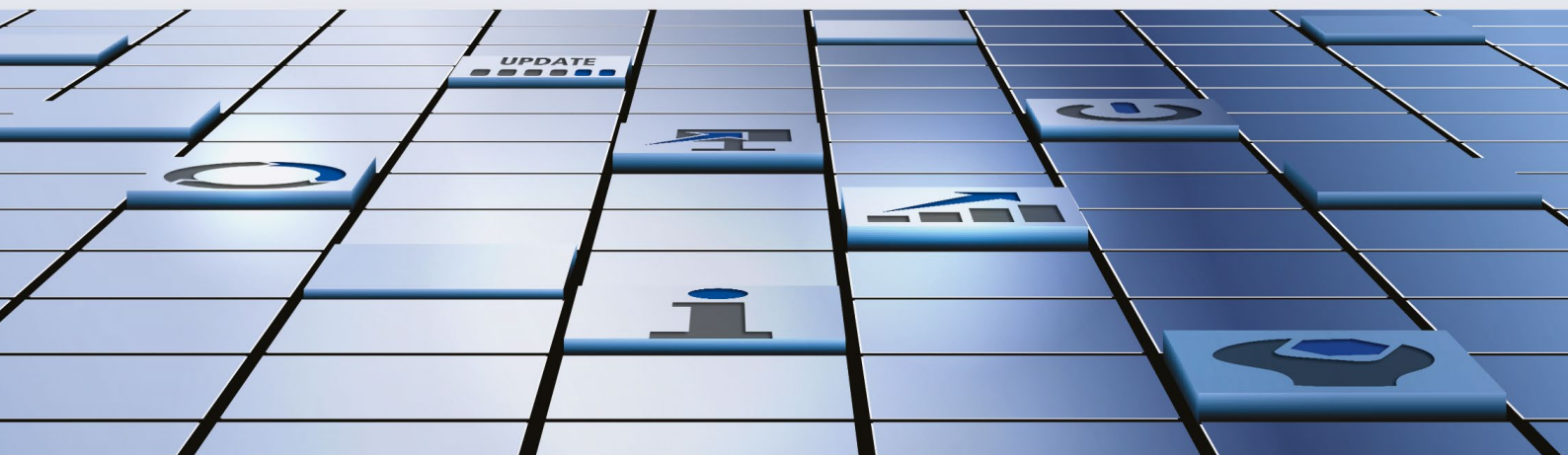
Ad-Hoc appointments for quick troubleshooting

Technical hotline outside business hours

Technical support by highly qualified service technicians

Geographical distribution of technicians for short journeys





## MAINTENANCE

Maintenance in accordance with DGUV Rule 100-500

Preventative maintenance concept creation

Tailored maintenance contract creation

Maintenance deadline management

## TRAINING

User training for customers at the Vilsbiburg headquarters

Operating personnel training for decanter and systems on-site

Product training courses for decanter and system technology on-site

## OPTIMISATION

Technical process optimisation of decanter and system technology

Optimisation of operating parameters to reduce costs of consumables and disposal

# LIFE CYCLE MANAGEMENT



## REMOTE ANALYSIS

Modem for remote data analysis and data recording for new installation and retrofitting.

Simple and process-safe installation with secure data transmission

Convenient interface for software updates

Fast and professional support in case of malfunctions



## FACTORY REPAIRS

In the Vilsbiburg headquarters conforming to the CE standard

Highest running smoothness due to balancing of the rotor unit at operating speed

High German quality standard guaranteed thanks to certified QM system in compliance with ISO 9001:2015

Worldwide repair support by subsidiary companies and authorised service partners

Spare rotor units can be used in the exchange system

Long service life due to the use of high quality original materials

HILLER warranty included



## SPARE PARTS

Rapid availability thanks to a large warehouse of basic spare parts in Vilsbiburg and at strategic sites worldwide

Legal and operational safety thanks to genuine spare parts from the manufacturer in the required material quality and precision

**BCS (Basic, Comfort, Safety) Creation of a tailored spare parts concept for our customers and their decanters and plants**

Life cycle spare part availability guaranteed

Rapid spare part dispatch through high-performance logistics partners



## MODERNISATION

Actual value analysis of the existing plant by HILLER specialists

Development of individual retrofit concepts to optimise operating costs

Replacement of old plant and control components to the current economic and ecological state of the art

Implementation of requirements of the EU Machinery Directive

## LOAN ROTORS / SYSTEMS

Large pool of rental rotors for HILLER decanters available for use during factory repairs on customer machines

Avoidance of business interruptions and downtimes for HILLER customers

Extensive rental equipment park for short-term and long-term rental

## USED MACHINES

Extensive machine pool of factory reconditioned HILLER decanters

HILLER warranty included

Optimal price-performance ratio

Original manufacturer ensures high quality in line with the CE Standard and optimal service performance

Trade-in of old centrifuges possible

# FACTORY REPAIRS

Removal of customer rotor,  
if necessary installation of rental rotor  
or installation of rental machine



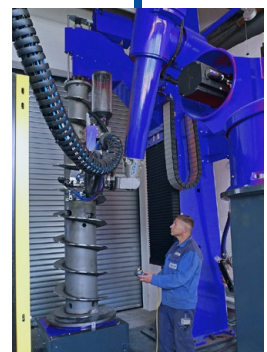
Dismantling &  
Cleaning

Individual  
Quotation preparation

Transport to the HILLER  
plant in Vilsbiburg



Damage assessment, wear  
survey, measurement of all  
parts and fits



Application of the  
Wear protection

**50 YEARS**  
**HILLER REPAIR CENTRE**  
GERMANY / BAVARIA



Production of the perfect  
dimensional accuracy



Revision of  
the Fits

Test run & Acceptance



If necessary, removal of  
rental rotor or dismantling  
of rental machine  
Installation of customer  
rotor

Exchange of the  
worn parts



Balancing the bowl  
and scroll






Transport to the customer



# HILLER WORLDWIDE







-  HILLER Headquarters, Vilsbiburg (Germany)
-  FERRUM Headquarters, Schafisheim (Switzerland)
-  HILLER Partner
-  FERRUM Group
-  HILLER Service technician

## HILLER SERVICE

HILLER GmbH  
Schwalbenholzstraße 2  
84137 Vilsbiburg, Germany

Phone +49 8741 48-0  
Fax +49 8741 48-139

[info@hillerzentr.de](mailto:info@hillerzentr.de)  
[www.hillerzentr.de](http://www.hillerzentr.de)

 HillerSeparation  
 hiller\_separation

HEAD OF AFTER SALES: Bernd Ramsauer  
MAIL: [aftersales@hillerzentr.de](mailto:aftersales@hillerzentr.de)  
SERVICE-BACKOFFICE: +49 8741 48-175  
FAX: +49 8741 48-740

