

ESSENTIAL PACKAGES

FOR A SUCCESSFUL DECANTER LIFE



service & repairs



SERVICE
& REPAIRS

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.





THE HILLER ESSENTIAL SERVICE PACKAGE CONCEPT

To meet the requirements for exceptional process stability combined with high operational safety, HILLER was quick to create a highly effective **ESSENTIAL SERVICE CONCEPT**.

Our wide variety of service packages is optimally designed to meet the current needs of our customers.

A key factor here is **HIGHLY FLEXIBLE CUSTOMER SERVICE** with wide-ranging specialist knowledge from our engineers and highly effective tools and measurement technology. The range of services includes installation, commissioning, servicing, on-site repairs, customer's staff training, process optimisation and machine diagnostics.

SCHEDULED MAINTENANCE is carried out in consultation with our customers professionally and with minimal disruption to operations.

Over 90% of our customers utilise **MAINTENANCE CONTRACTS** to secure attractive prices combined with optimal planning reliability.

COMMITTED BACKOFFICE STAFF at various sites take care of our team of engineers, day in, day out. Alongside an additional **SERVICE HOTLINE** these staff members are available to provide personalised support and advice to our customers.

Large supplies of **SYSTEM-RELEVANT ORIGINAL SPARE PARTS** at our national and international HILLER service support offices ensure rapid parts availability and short repair times.

For **REPAIRS** and **WEAR REPAIR WORK** on HILLER rotor units, an exclusive machine fleet with experienced specialist personnel is available at our site in Vilsbiburg.

This ensures **FACTORY REPAIRS** with short turnaround times at a high level of quality.

Thanks to our comprehensive **POOLS OF LOAN ROTORS** and **LEASE SYSTEMS** for our HILLER decanters we are able to successfully avoid the operational standstill of customer machines during factory repair works.

Various **RETROFIT PACKAGES** for the economical and ecological modification of existing customer systems and our **RANGE OF USED MACHINES** round off our portfolio of services to perfection.

Simply speak to us - in the vast majority of cases we can offer you successful solutions to fit your needs, even if your decanter is not a HILLER decanter.

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

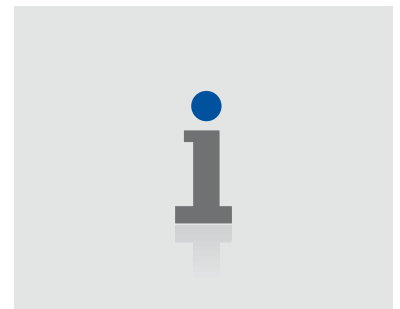
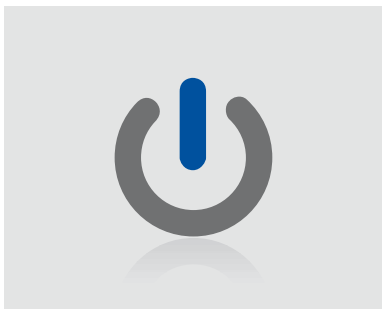
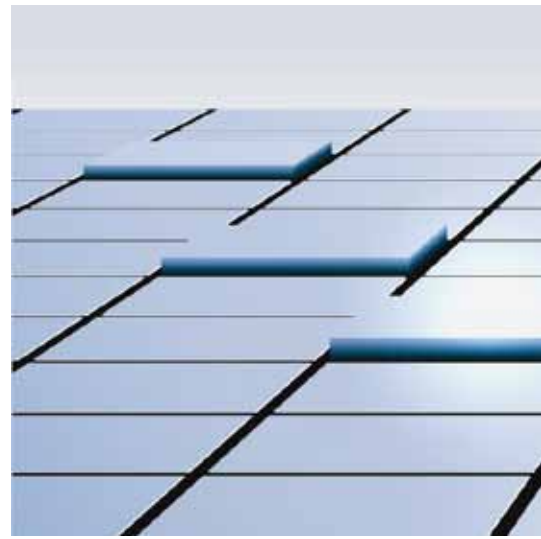
including comprehensive text and image documentation for all HILLER units supplied.



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 conducted by specialist Hiller personnel

Wet and dry commissioning processes carried out at Hiller headquarters together with customers

Product commissioning worldwide and on-site training of customer's personnel

PROJECT PLANNING

Planning and project design of complete decanter systems

Comprehensive implementation of turnkey projects

Organisation and monitoring of decanter installations worldwide

Automation technology by specialist HILLER personnel

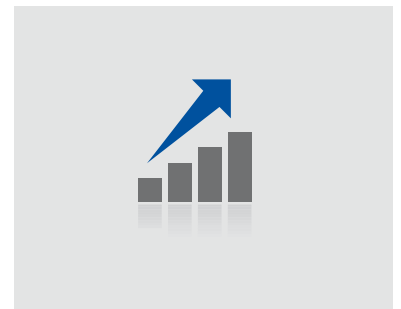
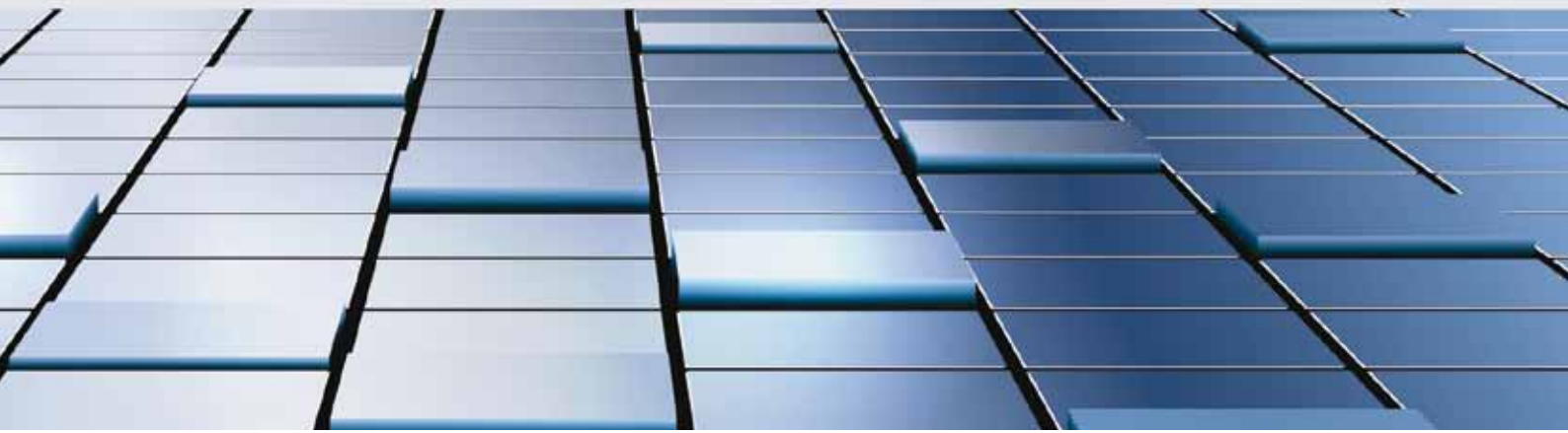
CONSULTING

For modification and renovation of individual assemblies

For process conversions

For replacing outdated technology

For using process chemicals



MAINTENANCE

Maintenance in line with the BG R500
Decanter Regulation

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 decanters
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



FACTORY REPAIRS

In the Vilsbiburg headquarters conforming to the CE standard

Maximum quiet running thanks to balancing at operating speeds

High German quality standard guaranteed thanks to certified QM system in compliance with ISO 9001:2008

Worldwide repair support by subsidiary companies and authorised service partners

Spare rotor units in the replacement system

Long service life by using high quality original materials

Covered by a HILLER warranty

REPLACEMENT 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 !

Life cycle spare part availability guaranteed

Rapid spare part dispatch thanks to powerful logistics partners

UPDATE



FOR RENT



MODERNISATION

Actual value analysis of the existing system by specialist HILLER personnel

Development of individual retrofit concepts to optimise operating costs

Replacement of old systems and control components for the latest economic and ecological standards

Implementation of stipulations of the EU Machinery Directive

LOAN ROTORS/SYSTEMS

Large loan rotor pool for Hiller decanters available, for use during factory repairs on customer machines

Avoidance of operating disruptions for HILLER customers

Comprehensive range of systems available for short-term and long-term rental

USED MACHINES

Comprehensive machine pool of factory-reconditioned decanters

Covered by a HILLER warranty

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

HILLER AROUND THE WORLD





EUROPE

ASIA

AFRICA

AUSTRALIA

- HILLER headquarters
- HILLER subsidiaries
- HILLER partners

HILLER QUALITY PRINCIPLES

GRINDING AND POLISHING CELL



BALANCING CENTRE

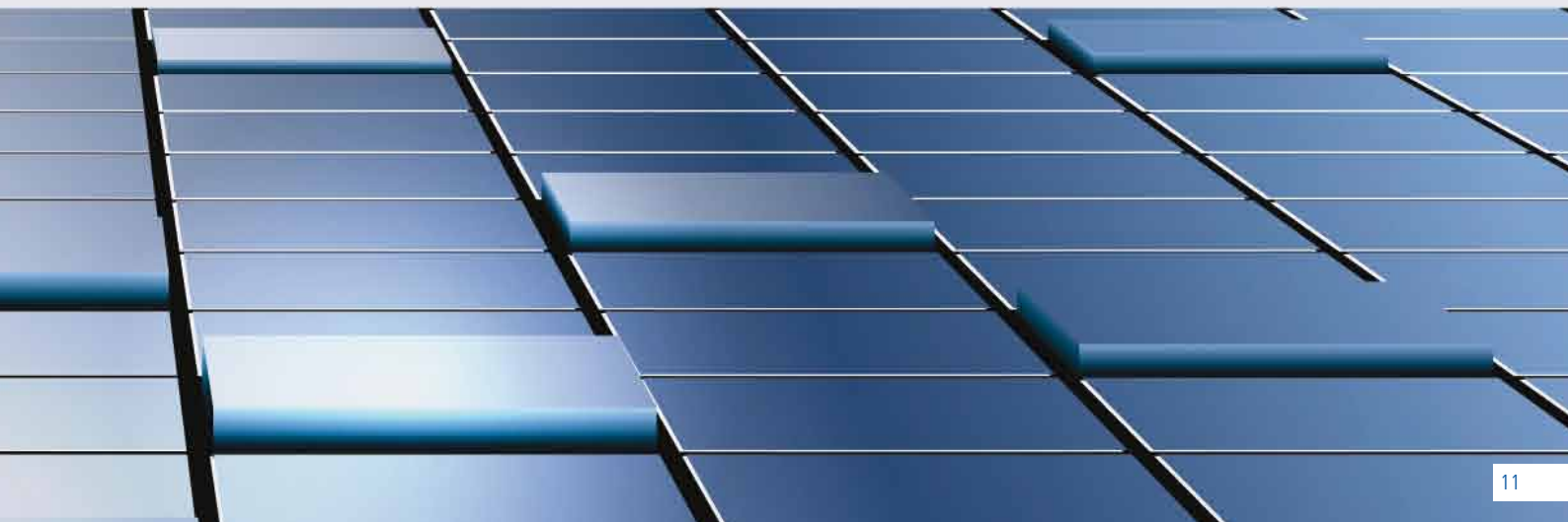


Celebrating **40 YEARS** of the
HILLER REPAIR CENTRE
in VILSBIBURG, GERMANY



MODERN PRODUCTION FACILITIES

PRECISION MEASUREMENT TECHNOLOGY



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