

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



Transport to the HILLER
plant in Vilsbiburg

Dismantling &
Cleaning



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

Individual
Quotation preparation



Application of the
Wear protection

Revision of
the Fits

Exchange of the
worn parts

Production of the perfect
dimensional accuracy



Balancing the bowl
and scroll

Test run & Acceptance



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

Transport to the customer

50 YEARS
HILLER REPAIR CENTRE
GERMANY / BAVARIA

HILLER WORLDWIDE



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