



# Our Service Promise: **personal & sustainable**

SERVICE, REPAIRS & AFTER-SALES

# Our service promise: personal & sustainable.

## Successful service depends on people.

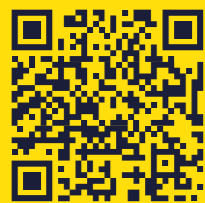
### PERSONAL: EXPERTISE RATHER THAN WAITING ON HOLD

Anyone who builds complex machines must also be able to answer complex questions. So don't look for anonymous chatbots, automated ticketing systems or external call centres – instead, please feel free to contact us personally.

With us, you'll speak with people who know and understand your systems—whether by phone, email, in person, or right on-site. Instead of standardized processes, we offer customized solutions and real people to talk to.

### YOUR DIRECT LINE TO THE SERVICE TEAM

Whether it's a spare parts enquiry, a maintenance appointment or technician coordination – our team at our headquarters in Vilsbiburg and our service offices are here to assist you quickly and personally.



### EMERGENCY CONTACT AFTER-SALES SERVICE

Mo – Fr: 07:00 – 22:00 Uhr  
Sa – Su: 08:00 – 20:00 Uhr

+49 162 / 291 46 44  
+49 8741 / 48 – 175  
aftersales@hillerzentri.de

### ✓ REAL EXPERTS

Our service teams are experts in their field. We solve problems over the phone, by email, in meetings or right there on site.

### ✓ DIRECT LINE

With us, you speak to people who know our machines inside out.

### ✓ APPROACHABLE

We don't hide behind automated systems. We are here for you – personally, competently and approachable.

### ✓ MAINTAIN RATHER THAN REPLACE

We maintain, modify and upgrade your systems on an ongoing basis. A resource-efficient update of our technology is more important to us than premature replacement.

### ✓ HONEST VALUE RETENTION

We develop products designed for longevity. Premature wear contradicts our self-image as a quality manufacturer.

### ✓ FUTURE-PROOF INVESTMENTS

Together with you, we ensure that your technology grows with your requirements that is resource conservation in action through technological evolution.

## Successful service depends on sustainability.

### SUSTAINABLE: EVOLUTION RATHER THAN SHORT-LIVED SOLUTIONS

For us, sustainability is not just a buzzword, but a technical commitment. We design our products for maximum service life and focus on continuous optimisation throughout their entire lifecycle.



BEFORE



AFTER

# Our performance for your success.



## COMMISSIONING

Safe start for your plant.

Whether at Hiller's headquarters or directly at your site, our experts ensure the smooth and legally compliant commissioning of your system. We accompany you from the initial dry run and product commissioning to the professional training of your operating personnel. This means that your team is well prepared and your Hiller system is optimally configured from day one.



## SUPPORT

Fast assistance when it matters most.

With modern AR technology, remote analysis tools and a service team with practical experience, we offer reliable, personal support via all common communication channels – even outside regular business hours. Our technicians are regionally based and ready to respond at short notice. Personal, directly accessible and with one goal: to ensure the optimal and long-term availability and performance of your decanter system.



## MAINTENANCE

Proactive maintenance prevents downtime.

Our customized maintenance contracts and precise interval management extend the lifespan of your equipment, ensuring it meets all relevant safety and operational standards, and entirely according to your needs. We make sure your Hiller technology remains powerful and reliable for the long run.



## SPARE PARTS

We deliver what fits, quickly and reliably.

Thanks to our large central warehouse at company headquarters and a network of global logistics partners, you always receive original spare parts in verified manufacturer quality. For every requirement, we develop customized spare parts concepts that ensure long-term reliability throughout the entire lifecycle of your system.



## OPTIMIZATION & TRAINING

Greater efficiency through know-how.

We analyze your processes, optimize operating parameters, and support you in reducing operating costs. Whether at our site in Vilsbiburg or directly at your location – we train your team to confidently operate decanters and plant systems. For safe, efficient, and sustainable operation.



## REMOTE ANALYSIS

Monitor the status of your system at all times.

With our remote diagnostics system, you can monitor the condition of your plant at any time. Installation is simple and secure, and data transmission is protected – so in the event of a malfunction, we can respond quickly.

Thanks to direct access for analysis, you save time and resources while avoiding unnecessary on-site visits.



## FACTORY REPAIR

Your decanter centrifuge in the best hands.

At our facility in Vilsbiburg, Germany, we carry out repairs to the highest quality standards – including rotor balancing at operating speed and the use of durable original materials.

Worldwide support is provided by our certified service and repair partners. Fast, reliable, and backed by Hiller's proven warranty.



## UPDATE & RETROFIT

Keep your investment future-proof and efficient.

We bring your existing Hiller system up to date – both technically and economically. Our team develops customized retrofit concepts, replaces outdated components, and ensures compliance with all current standards and regulations.

Upon request, we also offer factory-refurbished Hiller decanters with warranty. This keeps your investment future-proof and high-performing.

# Factory repairs of the highest quality.

## 1. REMOVAL

The rotor is professionally removed at the customer's site. To minimise downtime, a loan system can be used.



## 2. TRANSPORT

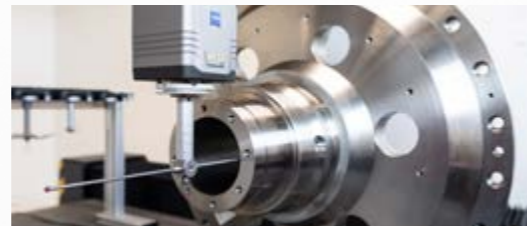
The rotor is professionally packed and transported to the factory in Vilsbiburg.

## 3. DISMANTLING

At the factory, the rotor is completely disassembled into individual components and a thorough cleaning of the parts is carried out.

## 4. INSPECTION

Detailed analysis of all components for wear and damage, including dimensioning with precise measurement.



## 5. QUOTE

Preparation of a customised quote based on the actual repair requirements and recommended measures.

## 6. WEAR PROTECTION

Application of suitable wear protection to heavily stressed areas, using coatings or carbide.



## 7. REVISION OF THE FITS

Re-machining of all relevant mating surfaces to restore the original tolerances and function.

## 8. PARTS REPLACEMENT

Replacement of defective or worn components with original parts.

## 9. DIMENSIONAL ACCURACY

Ensuring perfect dimensional accuracy of all key components.



## 10. BALANCING

Dynamic balancing of the drum and screw to prevent vibrations and ensure smooth running.



## 11. TEST RUN

Comprehensive test run under realistic conditions for functional testing and quality assurance.



## 12. TRANSPORT

Following successful testing, the rotor is repacked securely for transport and returned to the customer on schedule.

## 13. INSTALLATION

Removal of temporary systems, professional installation of the repaired rotor and commissioning of the plant.

Sales & Service Organisation

**HEADQUARTERS**  
Vilsbiburg, Germany



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[www.hillerzentri.de](http://www.hillerzentri.de)



## Our service promise: **personal & sustainable.**

HILLER decanters perform their duties with the utmost reliability worldwide. Our customers' demands regarding operational safety and the availability of the machinery and plant technology in use are constantly increasing.

Even when purchasing a new HILLER decanter, our customers opt for a comprehensive service package concept, which guarantees you professional support for your decanters and systems throughout their entire lifecycle.