



## Alfa Laval Troubleshooting for Aalborg boilers

Fast and effective guidance to minimize boiler downtime



Alfa Laval specialists can help you resolve problems with any aspect of any boiler system, regardless of type or brand. Our troubleshooting experts assist with critical or emergency issues, but also provide broader advice for preventing future boiler problems.

The experts who assist you by phone and e-mail draw on years of practical experience – and are supported by our engineering department to ensure an optimal outcome. With their guidance, many issues can be resolved by your own crew.

Troubleshooting for boilers is available 24/7, 365 days a year, with remote assistance provided via our round-the-clock service hotline. When onboard troubleshooting is needed, Alfa Laval field service engineers can quickly be dispatched to anywhere in the world – in port or at sea.

### Benefits

- Quick resolution of boiler issues with immediate suggestions and guidance
- Reduced risk of expensive downtime or even off-hire
- Minimized cost – crew members can be guided remotely to solve problems themselves
- Peace of mind – our experts answer all questions and always find a solution

### How to contact us

For remote troubleshooting, or to book our field service engineers for call-out services, you can contact our service support desk in the following ways:

- 24/7 service hotline: +45 4016 6686
- E-mail: [service.aalborg@alfalaval.com](mailto:service.aalborg@alfalaval.com)

## Scope of service

- **Phone and e-mail support**

Remote guidance in dealing with boiler issues is available from Alfa Laval experts.

- **24/7 service hotline**

Alfa Laval experts are on hand 24/7 to resolve critical boiler issues by phone.

- **Call-out services**

Alfa Laval field service engineers can be dispatched for boiler troubleshooting anywhere in the world, in port or during voyage.

## Scope of supply

Troubleshooting support from Alfa Laval is available for all types of boiler and waste heat recovery systems:

- Boiler systems (steam and hot-water)
- Thermal fluid systems
- Exhaust gas economizers and waste heat recovery systems
- Burners (oil/gas-fired)
- Burner control and safety management systems

Alfa Laval experts can troubleshoot not only Alfa Laval Aalborg systems, but other boiler systems. They can also troubleshoot boiler systems of any other brand.

## Other 360° Service Portfolio services for your equipment

- Alfa Laval Condition Audit for Aalborg boilers
- Alfa Laval Performance Audit for Aalborg boilers
- Alfa Laval Spare Parts for Aalborg boilers
- Alfa Laval Repair for Aalborg boilers



## Extending performance with the Alfa Laval 360° Service Portfolio

Our extensive service portfolio offers all the services you need to ensure top performance, maximum uptime and operating efficiency from your Alfa Laval equipment throughout its life cycle. Our committed team's expertise and the availability of parts bring you peace of mind.



Alfa Laval reserves the right to change specifications without prior notification.

### How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at [www.alfalaval.com](http://www.alfalaval.com).