



Peace of mind – at all times

Alfa Laval International Marine Service

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31 Oct 2018

What is the Alfa Laval International Marine Service

- A complement to your regular service channels
- A service organisation available via telephone and email 24 / 7 / 365
- Technical support and service engineer allocation for international service jobs
- Launched in Europe by the end of 2017, since April available also for our Sales Companies in Asia and for most of our products
- In the future available for direct customer support, at least for emergency services

Sales Companies reaches AL IMS by



One phone number

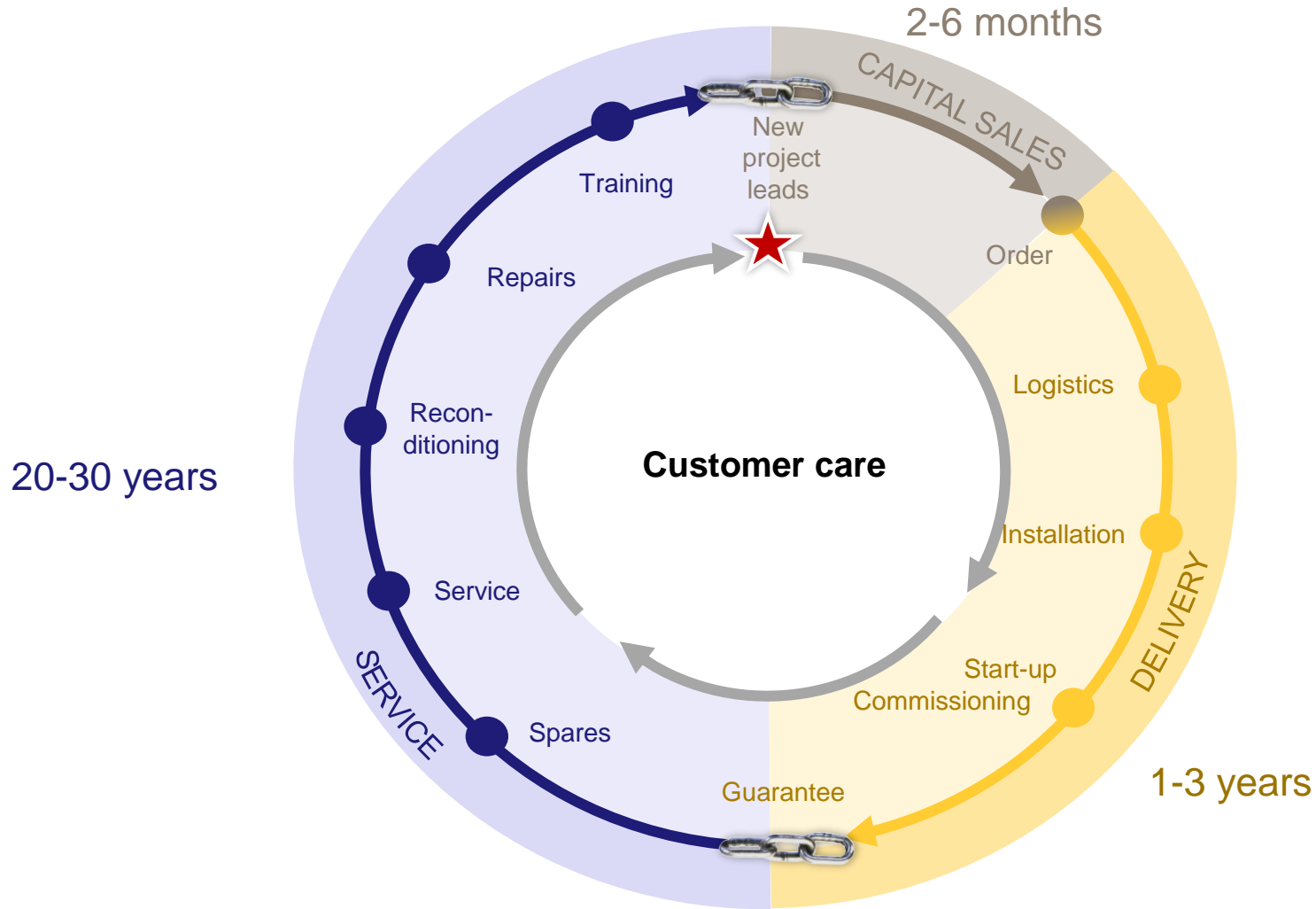
To be informed



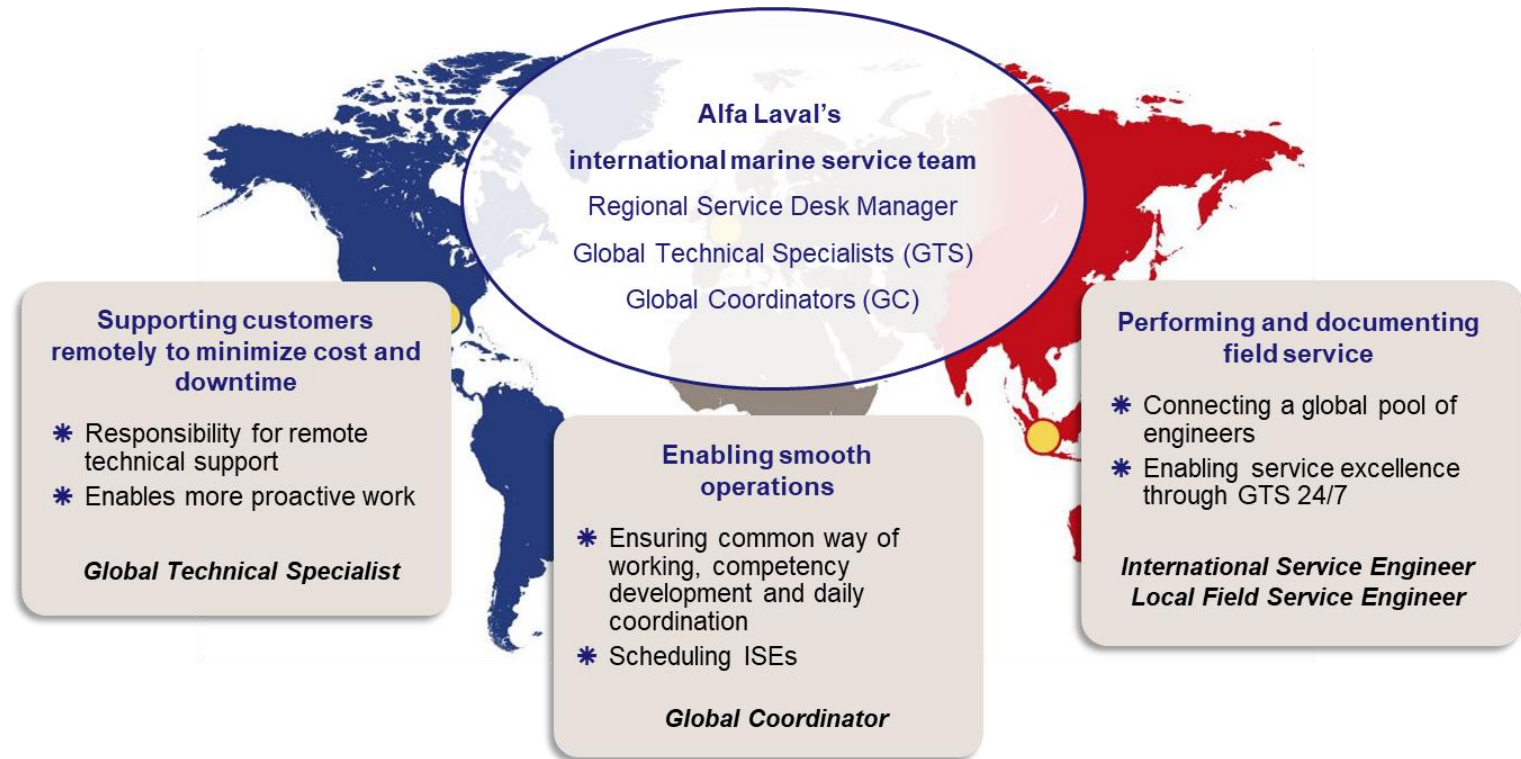
One e-mail address

To be informed.com

Customer satisfaction



Service excellence ensured in a global setup connected by regional service desks

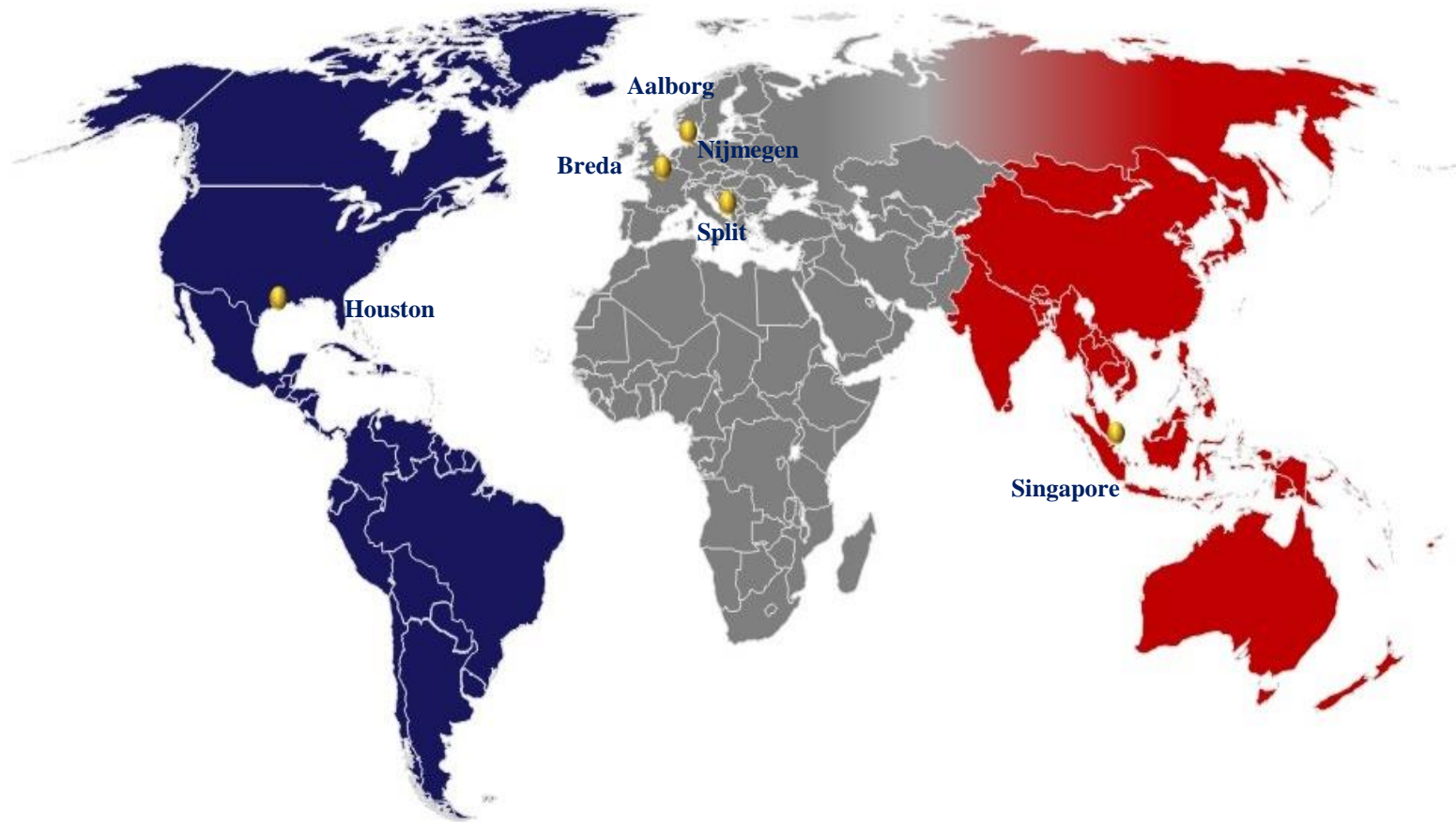


Operating in three regions, from six locations

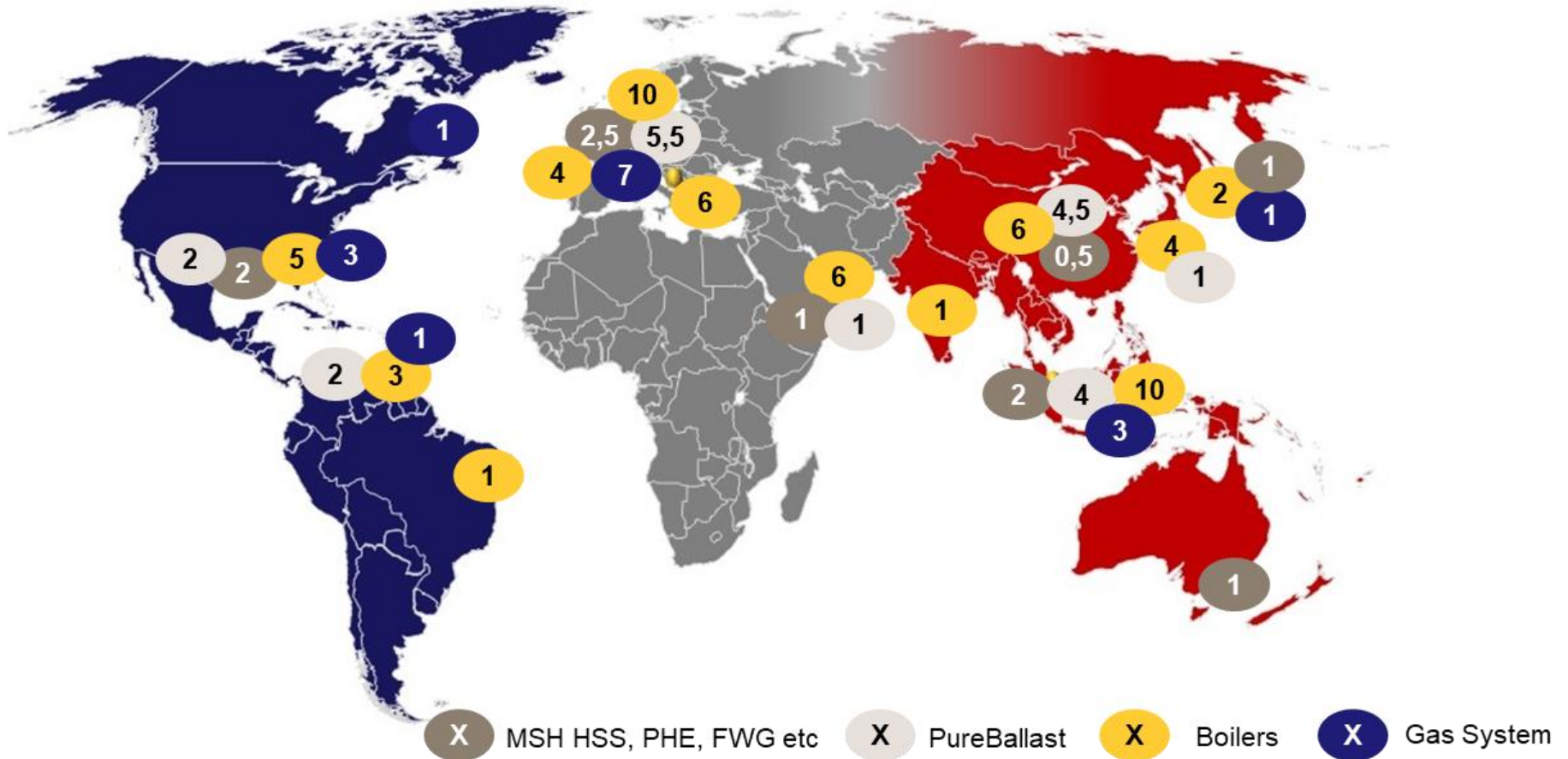
AMERICAS

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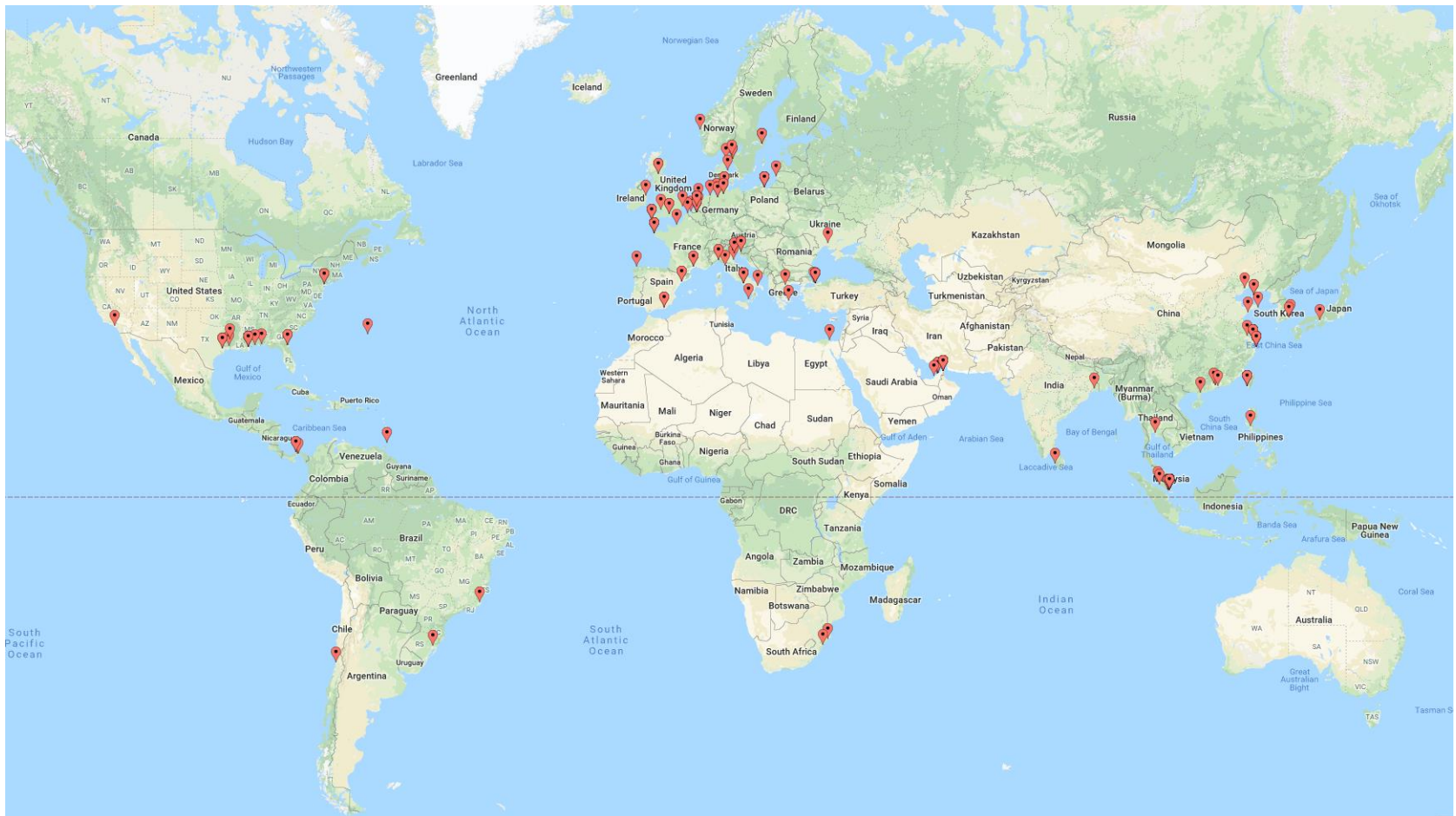


100 International Service Engineers*



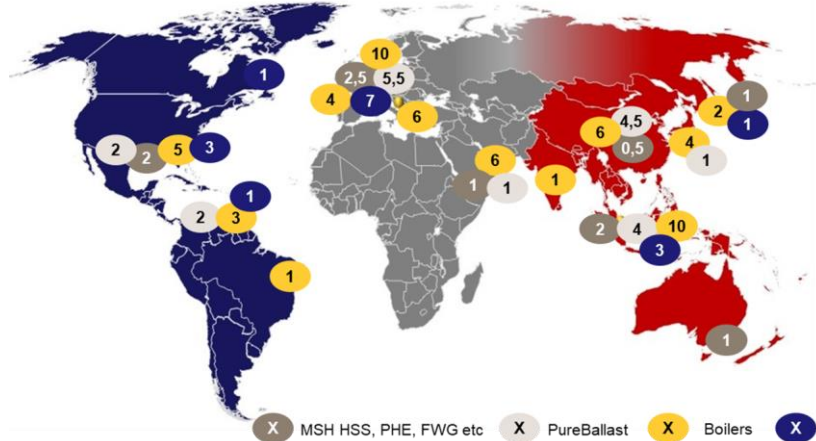
*) In addition the existing service organisation, will service local customers

Harbors with Ship visits



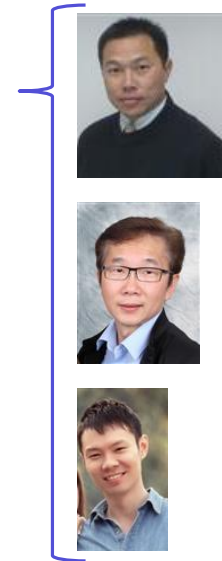
Note. Same harbor can have multiple ship visits

Today

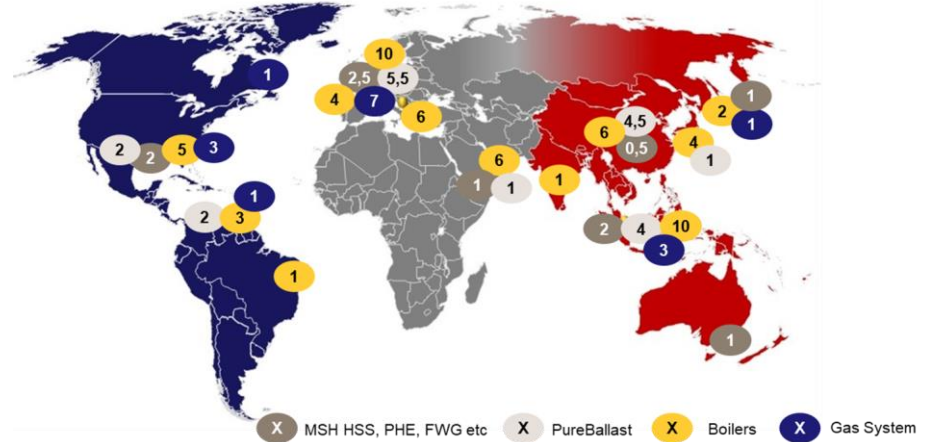


X MSH HSS, PHE, FWG etc X PureBallast X Boilers X Gas System

Tomorrow



Emergency



How do you benefit?

Direct support and faster return to normal operations

- You know whom to contact
- Expert support
- Increased availability
- Faster Response



We have tested it for almost a year so we know

Alfa Laval International Marine Service

Coming Soon...

