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## **Alfa Laval India launches *Service on Wheels*, service van to deliver service at the doorstep of its customer**

**Mangaluru, 14<sup>th</sup> September 2016:** Alfa Laval India over the years has established a significant customer base which operates under seasonal conditions. The company recently, at a customer event in Mangaluru, launched a fully equipped Service Van providing - '***Service on Wheels***' for its southern belt customers, among others, Fishery, Mango and Vegetable oil industries. This initiative is in line with the company's service vision - *Alfa Laval India is our Customers' First & Preferred Choice for process equipment and service.*

The customer centric service initiative offers the complete service portfolio to customers at their doorstep, called 360degree service. The aim is to pro-actively support customers during the critical seasonal business, by way of reaching them at their doorstep. This will secure genuine and quick service to the customers while ensuring high uptime of their equipment in the time of need. Trained service engineers with all essential tools and spares in a fully equipped service van will be available on a call, and will reach customers promptly to ensure efficient service or spare part delivery.

Service on Wheels was kicked off at an event in Mangaluru with customers from multiple industries and was marked by a gathering of 50 customers. The Service Van was unveiled at the hands Mr. Shaukath Shoury, Chairman Indian Fish meal and fish oil exporters association and Mr Lars Dithmer, Managing Director Alfa Laval (India) Limited.

Mr Lars Dithmer states "*In Alfa Laval we see '**Closeness and ease of doing business**' as two vital enablers for a fruitful and developing cooperation with our customers. Our commitment to India is long and strong; we are present with our own sales force and through distributors across the country, we engineer systems in India for India, we "Make in India" (we have done so since 1961), and we have three service centres in India, offering servicing and revamping, to secure lasting performance of our products. With "Service On Wheels" we are now at the doorstep of our customers, with competence, tools and parts – even closer – even easier – absolutely committed"*

The Service Van is equipped with state of the art specialized tools and equipment for service of Alfa Laval products. The van is monitored by the latest technology of GPS system tracking different features of the van along with its position at any given time.

### **About Alfa Laval India**

*Alfa Laval has been present in India since 1937. The Alfa Laval products & systems are widely used in a variety of applications in Indian industries like Food Processing, Inorganic, Marine, Pharmaceutical, Oil & Gas, Energy, Effluent Handling, Steel & Metal, Sugar, Petrochemical, Pulp & Paper, Distillery, Starch, Edible oil Processing and Brewery. The Company holds ISO 9001:2008 Certification from LRQA of UK for its entire manufacturing operations and after sales services. With deep knowledge of processes, experience and expertise in handling projects, in-house manufacturing of a wide range of equipment have given a cutting edge advantage to the company to offer complete projects in diverse like vegetable oil refineries, breweries, ethanol production and food processing.*

### **About Alfa Laval Group**

*Alfa Laval is a leading global provider of specialized products and engineering solutions based on its key technologies of heat transfer, separation and fluid handling.*

*The company's equipment, systems and services are dedicated to assisting customers in optimizing the performance of their processes. The solutions help them to heat, cool, separate and transport products in industries that produce food and beverages, chemicals and petrochemicals, pharmaceuticals, starch, sugar and ethanol.*

*Alfa Laval's products are also used in power plants, aboard ships, oil and gas exploration, in the mechanical engineering industry, in the mining industry and for wastewater treatment, as well as for comfort climate and refrigeration applications.*

*Alfa Laval's worldwide organization works closely with customers in nearly 100 countries to help them stay ahead in the global arena.*

*Alfa Laval is listed on Nasdaq OMX, and, in 2014, posted annual sales of about SEK 35.1 billion (approx. 3.85 billion Euros). The company has about 18 000 employees.*

*[www.alfalaval.com](http://www.alfalaval.com)*

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