



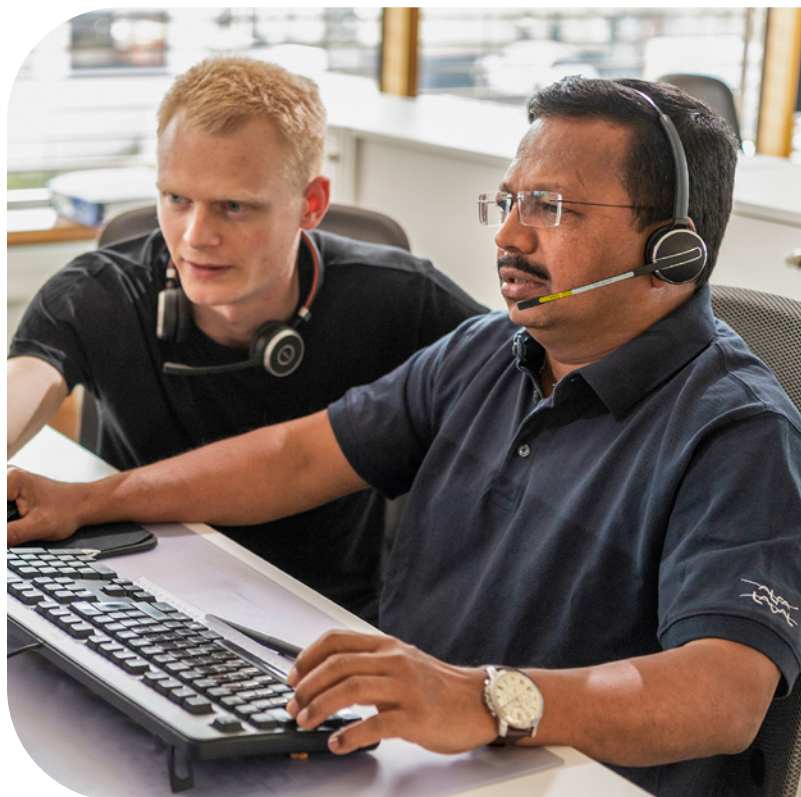
Remote Guidance - Service without the travel

Remote service to keep plants operating and running at optimal conditions is a smart way to handle preventive maintenance and protect uptime against common failures. The service provided can be used to take corrective actions, but also to optimize maintenance schedules for performance and reliability.

Alfa Laval is now launching a new service offering – Remote Guidance Service - where we use our guidance tool to provide commissioning support, troubleshooting, maintenance and process optimization. We start by reviewing your safety requirements, equipment, and installation. We visually inspect your machine with assistance from the plant's crew and provide step-by-step instructions. All it requires is internet access and a smartphone, tablet or computer with video camera to conduct the remote service.

How does it work? We send you a link with a thorough guide or service manual, including a safety pre-check, that explains in detail how to visually inspect or repair your equipment – and what you should look for especially. The link will give you access to our field service or technical assistance team. Naturally, our supervisors will be ready to support you from their local office if any questions should arise during the service process. Upon completion of the remote service, a final report will automatically be submitted to our experts for evaluation of the findings and sent for your records.

For more information about this service, contact your local Alfa Laval office.



What will you receive?

- A visual service call of your equipment – at reduced field service rates and no travel costs
- Step-by-step instructions
- An overview of important findings
- Recommendations for corrective actions, improvements or upgrades

Benefits

- Easy and low-cost equipment service or troubleshooting
- Reduced risk of breakdown
- Prolonged equipment service intervals or lifetime
- Suggestions for improvement

Remote Service

We can provide remote service on any type of Alfa Laval equipment including gasketed and welded heat exchangers, decanters, and high speed separators.

Pricing

Contact Alfa Laval for pricing based on product and level of service. Customers with Service Agreements benefit with even lower rates.

How to contact Alfa Laval Ltd:

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