



## Alfa Laval Marine Emergency Service

Ensuring peace of mind at any time



Having your vessel or its operations at a standstill costs money, so time is of the essence when an emergency occurs. If it happens outside the office hours of your Alfa Laval sales company, there's simply no time to wait. This is why Alfa Laval offers direct access to our knowledgeable international marine service team.

### What we do

As a complement to your regular service channels, we provide a 24/7 phone and e-mail hotline to our international marine service team. If an emergency occurs when your local Alfa Laval sales company is out of reach, our international team can easily arrange remote troubleshooting, technical support and field service.

Because we document your issue and ensure seamless internal handover, you never have to repeat your service request.

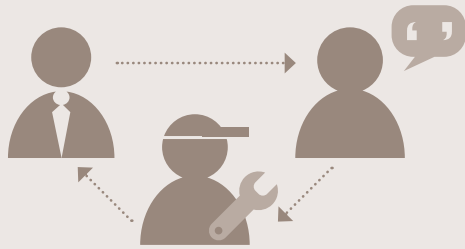
### Benefits

- Easy international access to key service resources
- Always a clear path of contact
- No repeating your issue – we coordinate internally
- Help without delay
- Faster return to normal operation

## Scope of service

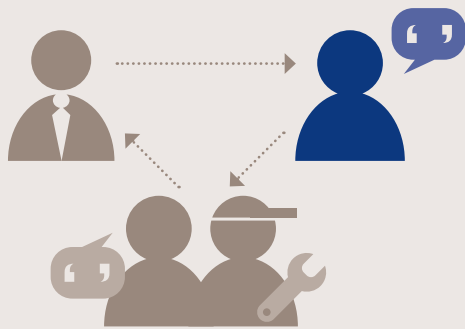
- **Service during office hours**

During office hours, you contact your Alfa Laval sales company. Either your request is solved remotely or a service engineer is dispatched.



- **Emergency service outside office hours**

When your Alfa Laval sales company is unavailable, you contact the international marine service team by phone or e-mail. Your request is handled by a technical expert at one of our service desks in the Americas, EMEA or Asia. Either your request is solved remotely or a service engineer is dispatched.



E-mail: [marine.service@alfalaval.com](mailto:marine.service@alfalaval.com)



## Scope of supply

The experts of our international marine service team document your issue and ensure seamless handover of your service request within Alfa Laval. Depending on your need, they can arrange:

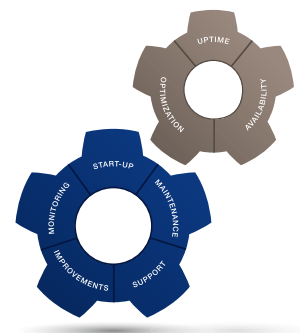
- Remote troubleshooting
- Technical support
- Assistance from a Field Service Engineer

## Other 360° Service Portfolio services for your equipment

- Alfa Laval Condition Audit
- Alfa Laval Performance Audit
- Alfa Laval Training
- Alfa Laval Spare Parts

## 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. Read more on [www.alfalaval.com/service](http://www.alfalaval.com/service)



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).