

# Life cycle services for clean air

## Air Pollution Control

Ensuring a long lifetime  
and compliance of your  
environmental equipment



# Service experts only a phone call away or close to you in your region

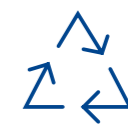
## Your service and support partner for all challenges



**INSTALLATION AND START-UP**



**EQUIPMENT DESIGN**



**LIFETIME SUPPORT**

Customer satisfaction is our priority at Dürr. To ensure that you receive the best customer care, Dürr has experts from all fields: From process engineering, electrical engineering, software to research and development to assist the hotline team to meet your needs. We offer high-level service solutions throughout the entire product life cycle.

### INSTALLATION AND START-UP

For new plants, high-level site support and commissioning are offered. Besides that, emergency-spares stocking and wear part planning is available. Our warranty support, including comprehensive training, complements the start-up offerings.

### EQUIPMENT DESIGN

Customers can rely on integrated software design and IIoT services for remote support as well as smart documentation systems, which store information end-to-end in a user-friendly navigation structure.

### LIFETIME SUPPORT

Our lifetime support comprises extended warranties, emergency services, remote monitoring and preventive maintenance, along with revamp and upgrade services. Annual maintenance routines and continued technical support ensures a long lifetime for your plant.

### EXCELLENCE IN SERVICE FOR CLEAN AIR

Dürr guarantees companies a fast and competent service response and support in multiple languages. Engineers and technical support representatives from Dürr bring decades of specialized engineering, manufacturing and service experience to the customer application. These services are bundled in the Dürr Service.X packages:

#### THE DÜRR Service.X PACKAGES

Service.X

care

Customer Care

revamp

Revamps

parts

Spare Parts

analyze

Analysis

prevent

Prev. Maintenance

support

Remote Support

inspect

Inspection





We care about you and your plant throughout the whole life cycle of your equipment.

# Tailored solutions for optimum performance

Service.X<sup>care</sup>

## CUSTOMER CARE AND MAINTENANCE SOLUTIONS

Individual customer care contracts and remote maintenance solutions keep your system running at optimum performance. Ensuring the safety, reliability and efficient operation of your air pollution control or process system is our goal. During preventive maintenance, Dürr's factory-trained technicians follow several customized checklists. These are tailored to the customer's equipment and may include mechanical and electrical checks as well as operational functions, flow rates or safety checks. Upon completion of the service the customer receives all checklists including a summary report outlining findings.

## TRAINING

Dürr offers practical training courses for your employees. These courses are conducted by professional instructors at Dürr's training center. The aim is to ensure that the system operates smoothly after commissioning and that faults are avoided in everyday operations. The training also provides information on maintenance intervals to ensure that the system operates at peak performance for as long as possible. With a focus on the health and safety of the employees, the courses help to prevent them being put at risk as a result of incorrect operation of the system.

Digital solutions help to track and monitor the performance of your equipment.



## YOUR BENEFIT



- [Predictive support](#)
- [Process optimization](#)
- [Quarterly on-line inspections](#)
- [Technical training](#)
- [Remote track and monitor](#)



We ensure optimum efficiency for your plants like Oxi.X RK Regenerative Thermal Oxidizer (RTO).



# Stocking and distribution network

Service.X<sup>parts</sup>

## WAREHOUSE

Dürr has a global spare and replacement parts stocking and distribution network, with parts inventory available 24 hours a day, 7 days a week. Our logistic package includes the complete handling of spare parts. We make the ordering process easy and guarantee fast deliveries as well as expert repairs and the installation of spare parts all over the world. In addition, our employees' extensive knowledge of air pollution systems allows us to provide immediate assistance and help us to locate the faults as quickly as possible. Once we have completed this process, it is generally very easy to determine which component of the system needs to be replaced.

## SERVICE FOR OLDER SYSTEMS

Make sure that your older system is operating at its best! If the air pollution control system cannot be repaired instantly, we can provide original equipment and emergency packages to ensure the unit is not in a dangerous condition and does not present a risk to employees. We also evaluate your system with regard to obsolescence of electronic components.

New software and hardware is frequently incompatible with older equipment. Good planning is the key to this challenge. Our team of qualified control engineers can help to develop and implement a solution for each type of legacy equipment.

### YOUR BENEFIT



[Parts stocking and distribution worldwide](#)

[Maximum availability](#)

[Experienced support staff knows your technology](#)

[Service for older systems](#)

[Planning for cost reductions](#)



We maintain and upgrade your equipment for peak performance.

# Strong in preventive maintenance service

Service.X<sup>prevent</sup>

## UP TO DATE EQUIPMENT

Service.X<sup>prevent</sup> gives you right-from-the-source expertise. The factory-trained technicians are available to maintain and upgrade your equipment. Whether Dürr or another manufacturer supplied your devices, our preventive maintenance services can help keep your equipment operating at maximum efficiency and overall effectiveness. The primary benefits include reduced operating costs, consistent product quality and increased life of valuable capital equipment. Maintenance also preserves capital assets, while fulfilling safety, insurance and regulatory obligations.

energy-saving equipment adjustments. The evaluation also contains suggestions on component upgrades designed to maintain peak performance.

## EXPERIENCE IN SUPPORT

Our team of factory-trained technicians has an average 20+ years of experience. They evaluate your equipment needs based on the process requirements and assess how it can be kept at its optimal level. They can also save you money by helping you to avoid costly downtime and providing annual

### YOUR BENEFIT



[Improvement of product quality](#)

[Better energy efficiency](#)

[Increase in operational performance](#)

[Reduction of unplanned downtime](#)

[Optimization of productivity level](#)



up to

**1.000**

spare part shipments per month globally



Global spare and replacement parts stocking by Dürr with maximum availability.





Increase overall availability of your environmental operations.

## Experts in inspection and maintenance services



We inspect your Oxi.X RC RTO and all other emission control technologies.

### Service.X<sup>inspect</sup>

#### INSPECTION AND MAINTENANCE

Two of the key factors ensuring that your air pollution control system runs smoothly in the long term are inspection and preventive maintenance. Expert inspection and maintenance plans will increase the availability of your system and significantly extend its service life. Depending on your needs, we can work with you to put together a tailor-made package consisting of services like troubleshooting and repairs, preventive maintenance, optimization of your air pollution system, monitoring and support during the production process as well as consultancy and energy management.

#### ON-SITE AND REMOTE CONSULTING

Naturally, we also offer on-site and remote consulting. It ranges from specific proposals for wear and spare parts, proposals for measuring and optimizing your system, fast and efficient troubleshooting and personal training of your employees. We also give you information about new products and help you to avoid downtimes and therefore reduce costs.

Our remote maintenance service helps you to save time. This means that our employees do not need to visit your plant. Instead, the inspection as well as the troubleshooting process takes the form of remote diagnostics.

#### YOUR BENEFIT



- [Expert inspection and maintenance](#)
- [Tailor-made service packages](#)
- [Optimization of processes](#)
- [Individual consulting](#)
- [On-site and remote services](#)



## Tailor-made upgrade service packages to meet your requirements.

Start of relocation process for an existing 3-tower RT0 and extension to a 5-tower design which doubled the process air capacity.





# Sustainable modernization of your system

Service.X<sup>revamp</sup>

## MODIFICATIONS AND REVAMPS

Contact us whether your air pollution control equipment is outdated, fails to meet new capacity or emission requirements or you want to retrofit it with the very latest technology to modernize your system and reduce operating costs. To revamp your system, we provide you with fast expert consultancy including all relevant tasks to be done, like on-site assessment, installation, from retrofit to relocation, basic and detail engineering studies for process optimization, project management from design to commissioning, staff training and more.

## HONEYCOMB BLOCKS

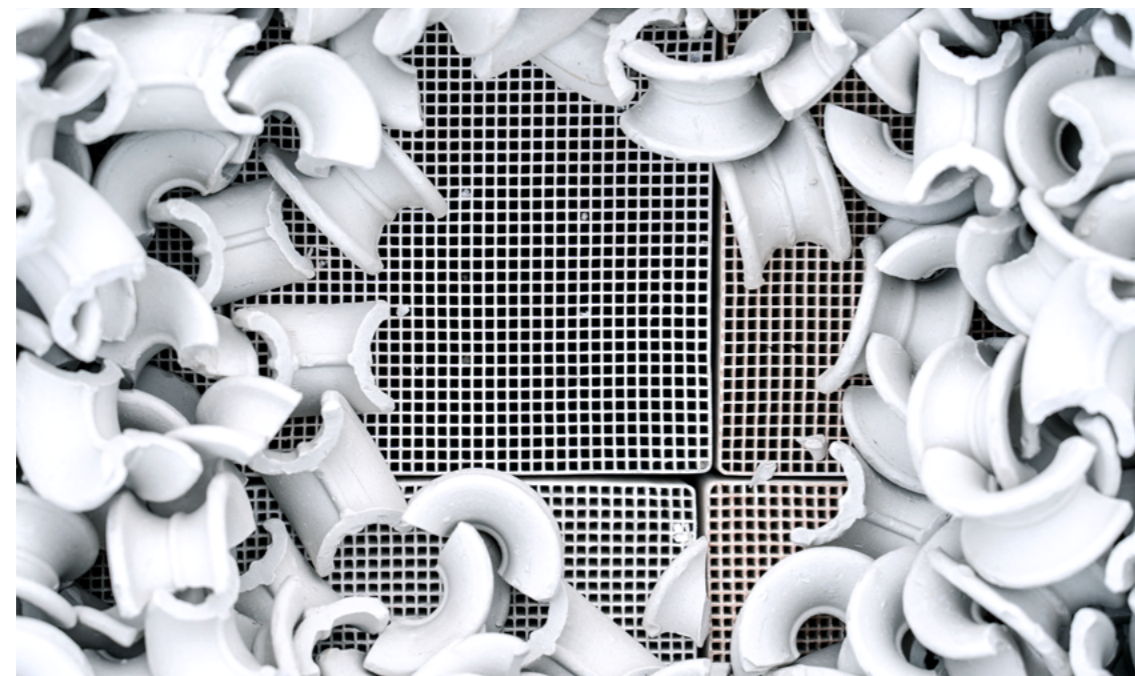
Operating costs are an important factor for air pollution control systems used to reduce VOC emissions. Dürr has developed the HEX-BLOCK honeycomb blocks for regenerative thermal oxidation, which have much lower operating costs than equivalent systems with conventional honeycomb blocks. The unique shape and newly developed structure of the ceramic honeycomb block heat exchangers keep electricity

and gas consumption to a minimum. The honeycomb blocks can also be used with existing systems of all makes to reduce operating costs or the waste air volume flow and therefore to increase the capacity of the system.

### YOUR BENEFIT



- [Modernization to reduce operating costs](#)
- [Expert consultancy to evaluate your system](#)
- [Individual solutions](#)
- [Optimization of efficiency and performance](#)
- [Increasing reliability](#)



Reduce operating costs and ensure environmental compliance with the latest ceramic media.

# Efficient assessment and consultancy



up to  
**15 %**  
savings and lower energy consumption thanks to energy audits



Joint assessment of your equipment will help to leverage savings potentials.

Service.X<sup>analyze</sup>

## ANALYSIS

With Service.X analyze, we can help you save energy throughout the entire process by carrying out detailed inspections, annual preventive maintenance and investigations of each stage. As a special service, we offer a comprehensive assessment and in-depth analysis of your system. This includes, for example, testing the instrumentation and control equipment and fine-tuning the individual parameters. We offer a clearly defined cost structure and short payback periods for energy saving measures. This will meet all your needs and contribute to the long-term success of your operations.

## ASSESSMENT PROCESS

Detailed examinations cover not only units supplied by Dürr, but also plants from other suppliers. The assessment consists of a visit to your site by our specialized team, a joint inspection of your system, the evaluation of all relevant structures and processes and monitoring of the system in operation. We then document all problem areas and collect all the necessary

information. Our evaluation is carried out with regard to your objectives and in comparison to the benchmark parameters. In the end, you will receive an elaboration of proposals for the improvement of your system.

### YOUR BENEFIT



- [Optimization of your system](#)
- [Comprehensive assessment](#)
- [Sustainable recommendations](#)
- [Service for systems of all manufacturers](#)
- [Improvement of processes](#)



# Dürr is a trusted service partner around the globe

Service.Xsupport

## SUPPORT WORLDWIDE

Dürr is not only a supplier of air pollution control systems, energy recovery systems and coating process equipment, but also a trustworthy service partner that can be relied on at any time, wherever the machine is located. As our customer you benefit from our global service network. We are present all over the world, which means that an international team of service staff can visit your site at short notice. This will keep your system downtime to a minimum and guarantee highly reliable operation. Local offices support the customers in many languages and corresponding time zones.

## REMOTE MAINTENANCE

Dürr's support tools contain remote connectivity and secure remote access including equipment monitoring. The hotline team is also able to use augmented reality tools, guiding you to find the best solution. Support contracts can include afterhours access and automatic reporting from our remote monitoring

tool. Our new maintenance router will ensure that you are well-equipped for the future. We pre-configure the router, deliver and install it, and then put it into operation. This way we can access the control unit of the air pollution control system via VPN or GSM.

### YOUR BENEFIT



- [Industry 4.0 / IIoT compatibility](#)
- [Immediate remote diagnostics](#)
- [Increased availability of your equipment](#)
- [Status reporting system](#)



# 24/7

Your local technical support can assist you in your language and in your time zone.



Reach our trained service technicians via our support hotline.

# Your partner for successful production

Dürr's services & solutions customer service offers support around the world. Dürr is always on-site to help to reduce production costs, increase plant availability and guarantee rapid technical support. Whether you are dealing with an emergency or planning or implementing a revamp project – we are available.

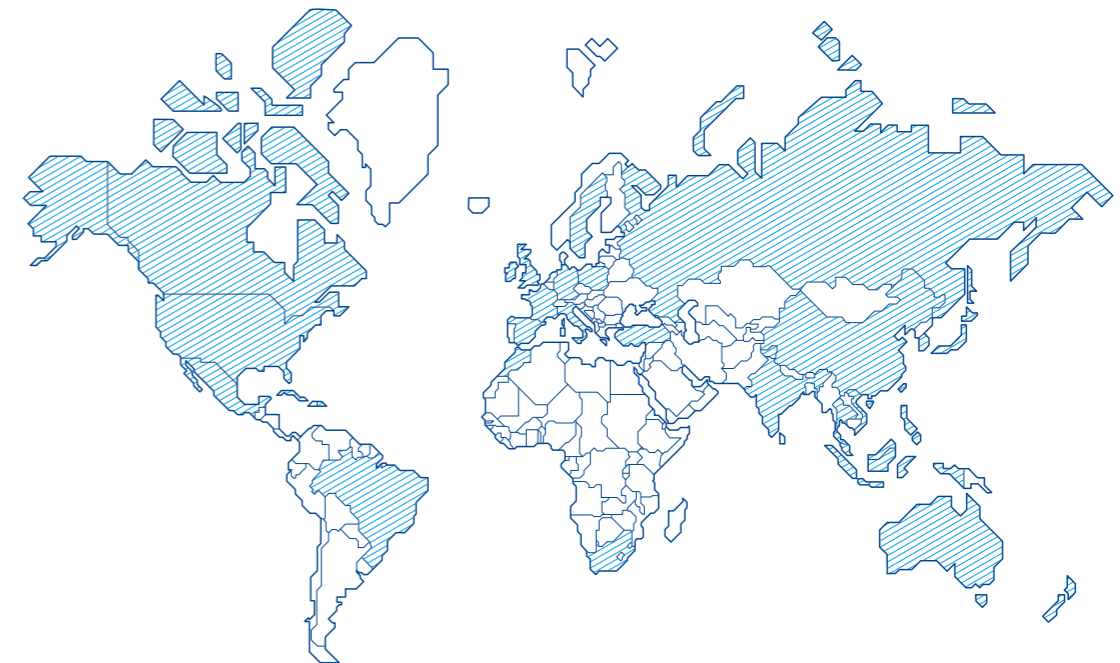
### OUR SERVICE AT YOUR DEMAND



- [Ramp-up and launch management](#)
- [Modifications and upgrades](#)
- [Engineering with experience](#)
- [Spare parts service](#)
- [Inspection and maintenance](#)
- [Service locations all over the world](#)

# Anytime and worldwide

## ENVIRONMENTAL SERVICES BY DÜRR CLOSE TO YOUR PLANT



- |                        |                         |                        |                              |                             |                             |
|------------------------|-------------------------|------------------------|------------------------------|-----------------------------|-----------------------------|
| <a href="#">CANADA</a> | <a href="#">FRANCE</a>  | <a href="#">ITALY</a>  | <a href="#">MOROCCO</a>      | <a href="#">JAPAN</a>       | <a href="#">MALAYSIA</a>    |
| <a href="#">USA</a>    | <a href="#">SPAIN</a>   | <a href="#">POLAND</a> | <a href="#">SOUTH AFRICA</a> | <a href="#">SOUTH KOREA</a> | <a href="#">INDONESIA</a>   |
| <a href="#">MEXICO</a> | <a href="#">BELGIUM</a> | <a href="#">RUSSIA</a> | <a href="#">CHINA</a>        | <a href="#">VIETNAM</a>     | <a href="#">AUSTRALIA</a>   |
| <a href="#">BRAZIL</a> | <a href="#">GERMANY</a> | <a href="#">TURKEY</a> | <a href="#">INDIA</a>        | <a href="#">THAILAND</a>    | <a href="#">NEW ZEALAND</a> |
| <a href="#">UK</a>     | <a href="#">SWEDEN</a>  |                        |                              |                             |                             |



# LEADING IN PRODUCTION EFFICIENCY



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