

# Crisplant Spares



Crisplant Spare Part Department is ready to service all our customers world wide. As a customer you have your own individual contact person to assist you with technical inquiries, warranty issues, repair orders and we have the best team that will secure that your order is delivered on time.

In connection with a project delivery, recommended spare parts will be delivered on site before commissioning and the spares package will be handed over to you after thorough examination together with our service engineers.

You have the option to let your own service team take over, of course supported by your regional Crisplant service office, or let spare parts be managed by a dedicated Crisplant onsite maintenance team.

A residential service contract includes review of the spare parts stock, for possible variation of the number of individual parts in the light of the experience from operation of the material handling system.

In case of an emergency our Hotline will be able to initiate a procedure that secures handling of emergency orders 24/7/365.

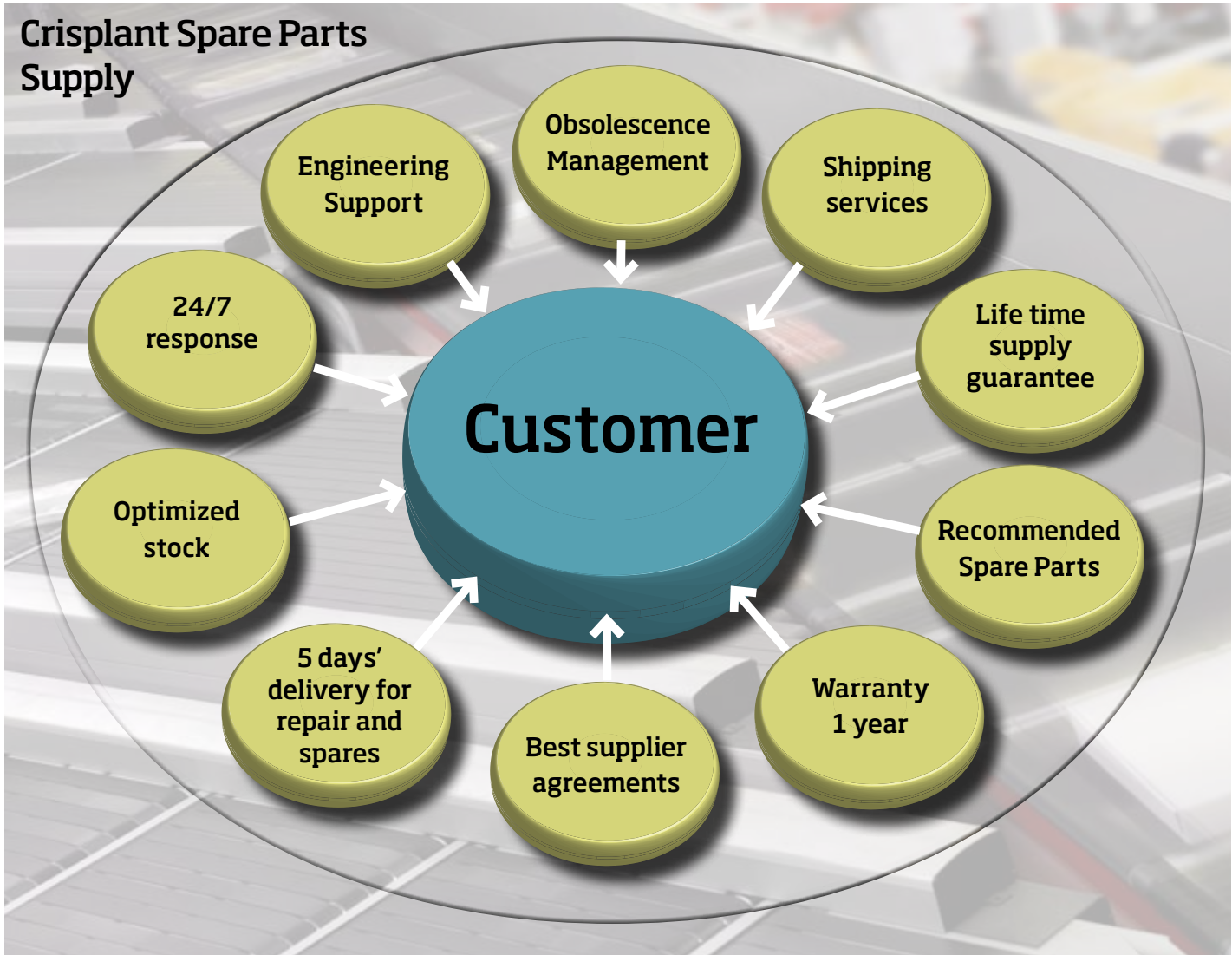
## FEATURES >>

- Optimized central spares stock
- Individual contact person for each customer
- Handling of emergency orders 24/7/365
- Max. 24 hrs. response time on quotations & orders
- Obsolescence management

## BENEFITS >>

- Genuine parts
- Higher availability
- Experienced technical support
- Increased life time of your systems
- Short delivery times
- Life time supply guarantee

## Crisplant Spare Parts Supply



We see the spare parts business as an important area that contributes to keeping your systems alive for a long time. Therefore when you choose a Crisplant system, we are able to offer you a range of services in connection with the parts supply.

### **Engineering Support**

We are ready to support you in solving any spare parts issues. We have an engineering group with more than 60 years experience in engineering parts and making continuous improvements of our products.

### **Obsolescence Management**

We work proactively in cooperation with our suppliers and our own development department to ensure a replacement for the parts that become obsolete in the market. We ensure that you are continuously informed about obsolescence of parts used in your systems.

### **Shipping services**

Crisplant Spares has its own dedicated shipping service that assures fast, secure and on time delivery of the ordered parts at the best market prices.

### **Life time supply guarantee**

We guarantee that we are able to supply parts to keep your systems running for about 10-15 years from Handover date, and during this period we ensure that replacements are found for any obsolete parts.

### **Recommended Spare Parts**

We have experienced employees that are able to assist you with recommended parts and indication of critical parts of your system. We have access to all updated customer documentation and are ready to support our customers on technical inquiries in connection with ordering spare parts.

### **Warranty 1 year**

We offer a warranty of 1 year from delivery date for all supplied parts.

### **Best supplier agreements**

We have made special agreements with each of our main suppliers to secure the best and most competitive delivery times and prices on market available parts.

### **5 days' delivery for repair and spares**

We have defined a list of critical parts that we must always be able to supply within 5 days. If parts are sent to us to be repaired, we guarantee that they are returned to you within 5 days.

### **Optimized stock**

We have our own dedicated stock for meeting delivery times and support of customers.

### **24/7 response**

We are here to support you. Our goal is to be able to send you a quotation and to process your order within 24 hrs. We seek to deliver at least 98% of our orders on time.

# Special Spare Parts Services

## Last buy option

Once a year we perform a stock clearance in order to keep our stock optimized. In this connection you will be contacted by your local service manager with some very good deals. When we have a parts package that is suitable for your system you will have the opportunity to buy this package at a favourable price.

Stock clearance offers are sent to all relevant customers every year in September.

From time to time some items may become obsolete and we will then offer you a last buy option of the items we have on stock.

## Spare Parts stock check

We can help you ensure high system availability by having the right parts at the right time in your spare parts stock.

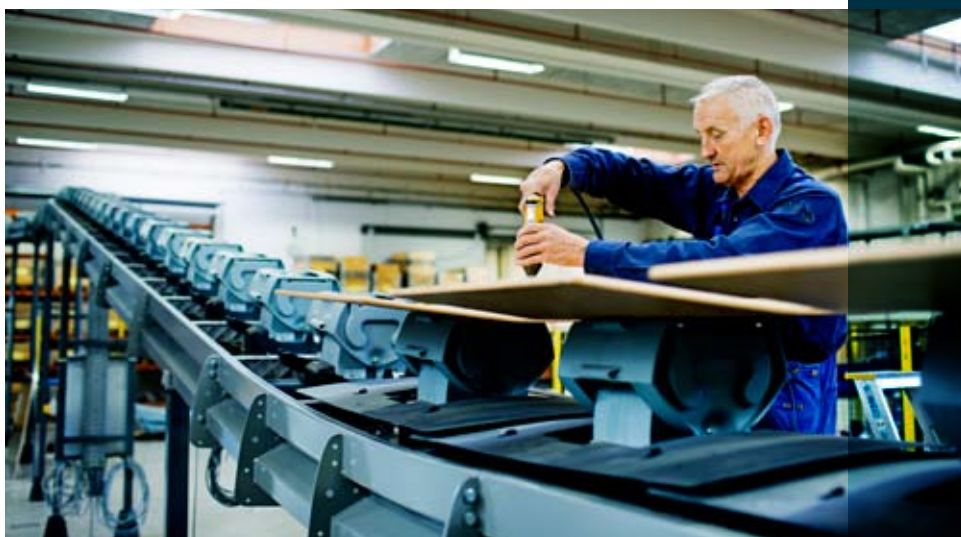
The stock check is a proactive and necessary action to minimize downtime, avoiding missing parts, and securing easy access and overview of parts.

The spare parts stock check is a detailed on-site inspection performed by our skilled service engineers.

We offer all our customers one free stock check per year.

The inspection will include:

- Check of all parts available in stock
- Critical spares determined and updated list of recommended spare parts
- Instruction to your service team about stock management and clean up
- Marking of parts together with your service team
- Recommendation list of parts to be repaired



After the inspection we will send you a summary report and schedule a meeting where necessary actions can be discussed.

In connection with the spare parts stock check you can benefit from ordering a complete system health check, including a detailed report of system status, upgrade possibilities and recommendations.

Please contact your local service manager to order your free stock check. If you have specific needs in regards to your spare parts stock, please feel free to call us and together we will find a customized solution for you.



### Contacts

Ask your local Crisplant office for more information. Check [www.crisplant.com](http://www.crisplant.com) for your nearest Crisplant Support office.

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