



No-one knows your
Schenck Process
product better than us.

**REPAIRS AND MODERNIZATION
BY THE MANUFACTURER**



REPAIRS MADE EASY

Problems with your exciter, MULTICOR® K, IDMS, weighing electronics or other Schenck Process products? We offer expert overhauls and repairs with genuine spare parts and new part guarantees.

Quick, simple, reliable.

Once you have received your new machine or plant, our global Service & Process Solutions team is here to help.

Make the most of our lifecycle management service: It's not just designed for specific products but all technical processes and plants. The service lasts the life of your machine or plant and beyond.

We offer advice and support in the form of a customized full-service that is perfectly tailored to your needs, e. g. with individual services, spare part solutions or components.

ADVANTAGES

- » Plant availability
- » Plant productivity
- » Plant efficiency
- » Plant profitability
- » Staff safety

OUR SERVICES

- » Expert repairs by the manufacturer in modern ISO 9001:2015-certified workshops
- » Repairs supplied with the same technology as a new product with 100% genuine spare parts
- » 12-month warranty for repair work
- » Overhauls and repairs carried out to the same standards the world over
- » Test rig test in line with manufacturer's specifications
- » Individual quotation following disassembly and analysis



RETURN SLIP FOR REPAIRS

YOUR CONTACT DETAILS

Name

Phone number

E-mail

Company stamp

RETURNED DEVICE

Model

Production number

Error description

Other information



Send your device and the return slip to the following address:

Schenck Process Europe GmbH, Abteilung OA-4

Pallaswiesenstr. 100, 64293 Darmstadt

Einfahrt über Landwehrstraße 55



We will confirm receipt of your device.



Your device will be disassembled and analyzed.



You will receive a damage report and cost proposal for the repairs.



You decide whether you want us to undertake the repairs
(if so, you will not be charged for disassembly and analysis).



Your device will be repaired and tested.



Once the work is complete, you receive confirmation of the repairs.

SENDER

Company

Contact and phone number

First line of address

City and ZIP code

RECIPIENT

Schenck Process Europe GmbH

Abteilung OA-4

Pallaswiesenstr. 100

Einfahrt über Landwehrstraße 55

64293 Darmstadt, Germany

HOW CAN WE HELP YOU?

Additional return slips are available online:

www.schenckprocess.com/service/repairs

If you have any questions or want to place an order, give us a call or drop us an e-mail!

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we make processes work

