

# HUBER Global Service



A complete range of services for  
optimum product operation worldwide

## ➤ HUBER Lifecycle Service

Superior technology systems require optimal operation if you want to make use of all economic advantages in the long run and to the full extent.

HUBER Service provides support in product operation with a comprehensive package of services to ensure the customer gets back the expected return on investment.

**Maximum performance and plant availability at minimum operating costs.**





### **HUBER Installation and Commissioning Service**

Rely on our qualified service staff for installation and commissioning! Their expertise and extensive know-how ensures the best start for your new HUBER machine.



### **HUBER Spare Parts Service**

Our service team in Germany is available with advice and support in the selection of the best original spares or wear parts for your machine. A large stock holding guarantees high availability of essential spare parts for your HUBER products.



### **HUBER Repair Service**

Prompt and expert repairs minimise expensive down time. The highly flexibly HUBER service team with their professional competence provides everything required to allow for perfect equipment operation, whether on site or in the HUBER factory.



### **HUBER Maintenance Service**

Preventive maintenance is without doubt more economical than reactive maintenance! We offer a wide range of customised service packages, for all markets and industries to ensure maximum performance is achieved in terms of operating reliability and costs.



### **HUBER Product Optimisation Service**

Optimally customised machines guarantee a constantly high performance at low operating costs. The operating conditions of plants frequently change significantly in the course of time without being noticed. The analysis of operating hours, cycle times, consumption of energy and consumables, degree of wear, etc., often leads to the result that a significantly improved plant efficiency can be achieved through equipment optimisation. We provide and guarantee this service with our HUBER product optimisation service.



### **HUBER Operation Control Service HOC**

Via a temporary online connection the system sends all relevant operating data of each machine to the globally accessible HOC portal where they are stored in our own computer centre. Intelligent routines are used to evaluate the data. If the system detects any deviation from the tolerances set as standard our service engineers are notified. The tolerances are individually adjustable. If the service engineers identify any deviation, they immediately notify the customer and suggest measures to take.



### **HUBER Service for products from other manufacturers**

One contact person for all requests: HUBER Service. We offer an extensive and professional service for products from other manufacturers, comprising spares, repair and equipment optimisation. A clear logistic and economical benefit for our customers!



### **International HUBER Consultancy Service**

Our service consultants visit you on site to provide maximum support, including valuable information about optimal service measures and reliable operation at reduced operating costs.



### **HUBER Plant Refurbishing Service**

It may often be more cost effective to refurbish an existing plant than build a new one. Our service specialists provide detailed technical analysis on site including an economy evaluation and offer customised solutions. The ideal implementation of the selected solution on site will be guaranteed by our qualified service technicians.



### **HUBER Training Service**

A well-briefed operating staff is a prerequisite for economical plant operation. Whether you want to improve the knowledge of your staff, or train new employees, we offer tailor-made workshops both on site and in our local HUBER service centre.

## »» Business Unit Global Service



*The goal of our competent service team: optimum equipment operation – worldwide*

## ➤ HUBER Service worldwide



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## ➤ HUBER Factory Repair Service

**General overhaul and refurbishing**  
– for another product life cycle.

**Capacities for professional future service**

On a hall area of more than 2,000 m<sup>2</sup> capacities and technical equipment are available to ensure quick and economical repairs and complete overhauls of machines and plants of any size and number.

If requested, we take over the complete organisation of any peripheral work as well.

- On-site disassembly of defective plants
- Provision of a rental machine (as far as available at that time)
- Transport of the defective plant into the HUBER factory
- Professional, complete overhaul of the plant with guarantee
- Transport of the plant back onto site
- Installation and new start-up including performance testing

**Full service for complete customer security!**

**Repair and general overhauls of products from other manufacturers:**

Our extensive and professional service and support is, of course, available also for products from other manufacturers. We maintain and repair also these products quickly, professionally and economically. Whether you have a product from HUBER or any other manufacturer, contact us and make use of our service potentials! We provide professional advice and offer solutions that will give you full satisfaction.

**Call or write to:**

E-mail: [service@huber.de](mailto:service@huber.de)  
Fax: (0 84 62) 201 - 459  
Phone: (0 84 62) 201 - 455



*HUBER repair service factory*



*Overhaul of a used screw shaft*



*Certified service quality – with guarantee!*



*The factory repair team: repair and maintenance of a machine from another step screen manufacturer*



## ➤➤ HUBER Service and Maintenance Contracts

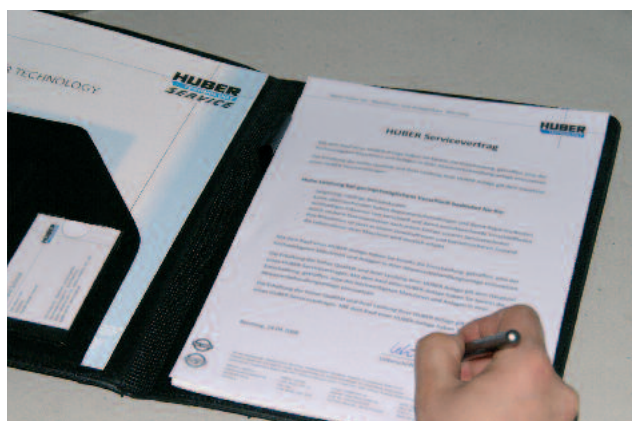
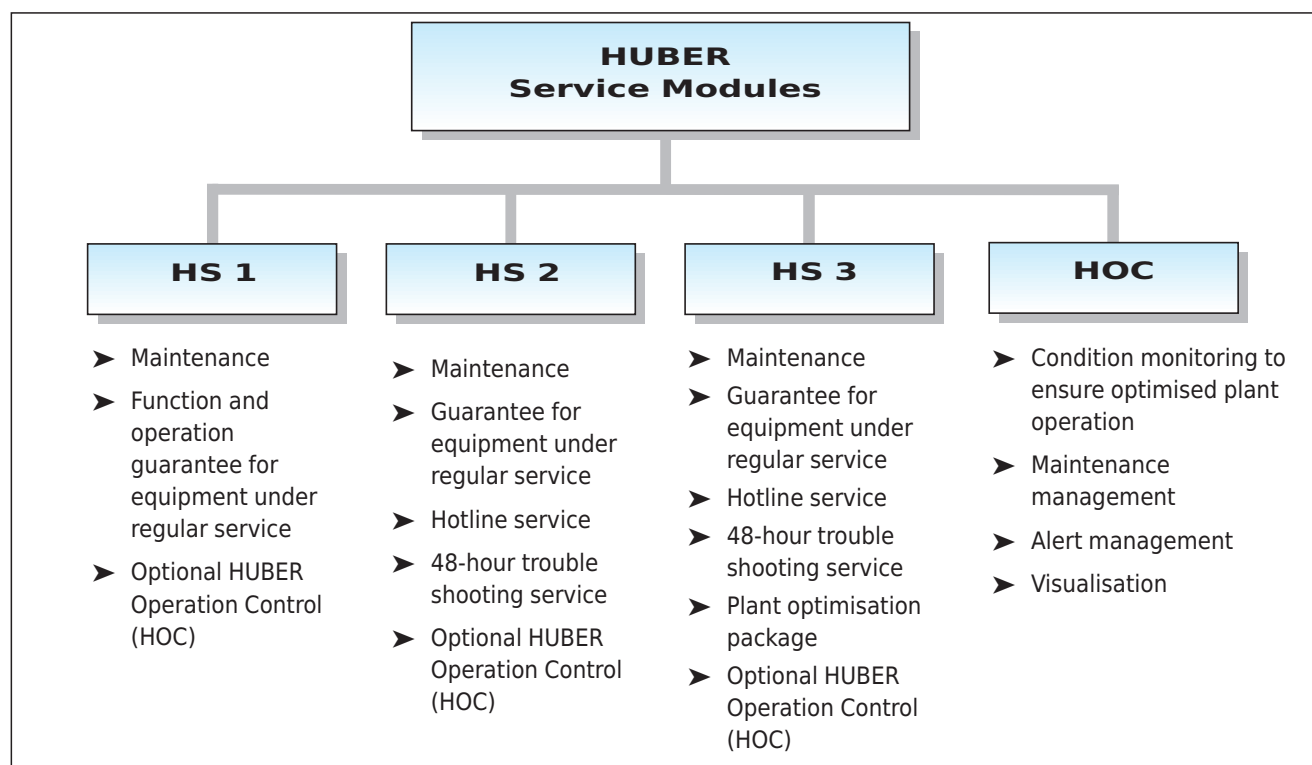
### Be on the safe side with a HUBER Service partnership

Sign a HUBER service and maintenance contract for maximum operating reliability at constantly high product performance and therefore reduced operating costs!

The contract provides regular inspection and maintenance through our service staff. The results of any service inspection and maintenance are directly recorded in a carefully documented check list. Our HS type service contracts (details see below) include, of course, our function and operation guarantee for equipment under

regular service, i.e. operating reliability and product availability until the next servicing date. Any HUBER service contract can be combined with our HOC system. The installation of a HOC system enables our service specialists to check all parameters relevant for optimal plant operation and immediately notify the customer in case of any deviation.

Our HUBER Service Centre team will be pleased to help with advice and support in selecting the type of service contract that is ideal for your requirements. Contact us!



*HUBER service and maintenance contracts for increased safety and economic efficiency*



*Documented product safety for the customer*

## ➤➤ Full service expertise for products of other manufacturers

We offer all our services required for optimal and reliable plant operation also for virtually any products from other manufacturers. Such service competence from one

source provides not only a logistic benefit but also a clear economic advantage.



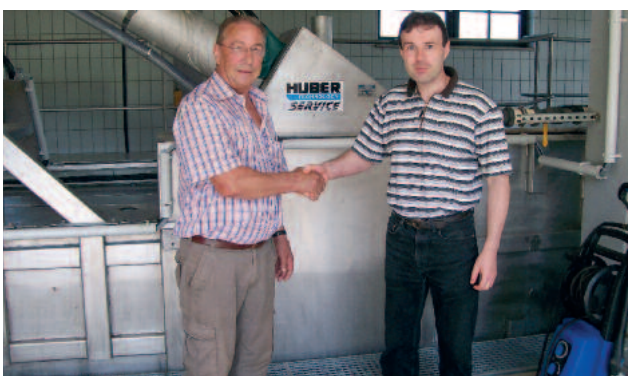
- Spare and wear parts including expert installation
- Our service includes all KLEIN Umwelttechnik sludge treatment plants. Our service team 2 is at any time available for help and advice.



- Repairs carried out by our experienced service staff on site or in the HUBER Service factory repair shop



- Professional, preventive inspection and maintenance
- Process optimisation for minimisation of operating costs



- Spare parts service for products from other manufacturers ✓
- Repair Service ✓
- Maintenance Service ✓
- Plant optimisation service ✓

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= Competent service solutions from one source ✓

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## ➤ Active support for customers in operating their plants

HUBER Service actively contributes to optimised operation of your products. Our highly qualified service staff monitors and controls whole plant areas on site and makes in this way a substantial contribution to the overall goal of complete wastewater treatment plants.

The scope of services provided as active support is individually adjusted to each plant and tailored to the specific requirements and requests of our customers. HUBER Service guarantees the reliable performance of the contracted active operation support through

operative work on site or, depending on the selected scope of services, additional parallel monitoring of the machines by our HOC system, in any case continuously providing maximum expertise for customers and their plants, even directly on site.



*HUBER Service for control and monitoring of the customer's wastewater treatment plant – support and training of operating staff on site*

## ➤➤ HUBER Service quality worldwide

### Frost & Sullivan North American Customer Service Leadership Award for HUBER USA service team



Founded in New York in 1961, Frost & Sullivan are today a renowned market research consultancy. More than 1,800 employees in more than 40 countries around the world work for Frost & Sullivan to analyse branches, markets and their development, and the industrial enterprises which are active in these markets – constantly on the search for best-in-class companies.

In 2013, both municipal authorities and industrial enterprises have selected HUBER Technology Service as an outstanding example for best customer service in the North American solid / liquid separation technology market.



USA, California 2013

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Subject to technical modification  
0,05 / 7 - 5.2016 - 11.2008

Service