

technotrans

power to transform

service.network

Competent partners
for stable manufacturing



The brand for Thermal Management

The technotrans group comprises five innovative competence centres under a single umbrella brand. Each of these centres is a renowned specialist in the field of thermal management. This also includes gds, the expert for technical documentation. Together, they are a highly diversified technology partner full of energy and excellence..

In addition to five German cities, we also have locations in Europe, America, Asia and Australia in the most important sales markets. The headquarters of technotrans SE is in Sassenberg, Münsterland.

Around the globe, technotrans systems control sensitive processes in the field of fluid technology. Accordingly, our claim is to ensure the maximum reliability of our solutions for you at all times.

In person on site or virtual

Our professional and flexible all-round service supports you not only in the classic repair and maintenance of equipment and system solutions, but also in the planning of your projects: from the assembly drawing to the turnkey installation. Customers benefit from the expertise of the Customer Service Support, from the quality of the original consumables and spare parts – and rely on the up-to-date advice of their contact persons at all times when it comes to retrofitting and upgrading existing systems..

The facts at a glance:

- _ headquarters in Sassenberg, Münsterland region
- _ 17 subsidiaries worldwide – 7 with their own production
- _ more than 1,400 highly motivated employees
- _ af of approx. 60 research and development engineers
- _ 185 service agents worldwide



Introducing the service

Customer Service Support

- > product specialists offer optimum support – by phone, by remote diagnostics, or on site
- > 24/7 follow-the-sun support model
- > minimise downtimes or avoid them altogether
- > preventive measures to ensure optimum operational reliability

Spare Parts Service

- > original spare parts for all technotrans Group systems
- > spare parts and filter packages - individually matched
- > electronic spare part catalogues

On-Site Project Management

- > from the preparation of assembly drawings and schedules up to the turnkey installation
- > increase economic efficiency through product optimisation - machine modernisation and retrofitting
- > organisation of machine relocations

In-house Repair

- > repair of units and components
- > general overhaul of equipment
- > upgrade to the state of the art

Customer Service Support

The Customer Service Support provides high-quality assistance in day-to-day operations. Our team of experts comprises employees with a high level of international experience. The agents provide optimum support in order to minimize, preferably prevent, downtime. Extremely short response times can be guaranteed due to one-stop full service.

Company-owned after-sales and maintenance service

The trust that our customers place in us every single day is not only a highly valued reference, but also an incentive. Benefit from our qualified and approved service: from telephone support, training and consulting up to service calls on site with state-of-the-art tools and equipment.

Use the opportunity to get to know technotrans based on its proven maintenance program – the very high level of operational reliability is guaranteed to impress!

Training provided by the technotrans service team

In a pleasant atmosphere, all the details will be explained, both in theory and practice, based on the devices and systems that are ready for operation. The aim of the training is to enable the operators to perform maintenance tasks and to eliminate malfunctions by themselves. Training can be provided on site at your company and with your machines, or in our headquarters in Sassenberg, Germany with the close proximity of our manufacturing facilities and the possibility to gain an insight in our production.

Emergency cooling units – Backup for guaranteed operational reliability

For standard models, numerous operators make use of a technotrans emergency cooling unit as a safety backup. It can be installed within 15 minutes and provides optimum protection against downtime costs. Emergency cooling units can also be provided on a loan basis.



If you require a rapid solution, our service team is available and onsite via our remote diagnostics service within minutes. You are the one who decides when to set up a connection to the support team by switching on the router. You receive a quick and precise diagnosis concerning any error messages that you have encountered.

Spare Parts Service

The original technotrans consumables and spare parts for devices and systems made by the technotrans group are preconfigured, offering a perfect fit, long service life, and steady production process at a high level. Trust in our excellent quality and attractive terms and avoid costly production downtimes and consequential costs.

If an attractive price and optimum performance are a must

Original technotrans filters. Optimum filtration performance, a long service life, and the certainty that fibres will not become loose – convincing benefits for any professional user. technotrans offers technical and commercial consultation with the highest level of competence. We adapt to your individual requirements and put together reliable, customised spare part and filter packages.

On-Site Project Management

The technotrans on-site project management service plans projects from A to Z. Our service engineers accompany your project on site regardless of your location and the project team fine-tunes and ensures the smooth execution of the project from the supply of the various components up to the successful commissioning of the systems. The internal departments, such as the design and production departments, continuously exchange information with the field service agents via the project managers in order to fulfill your requirements. As the customer you receive regular project updates.

The advantages at a glance:

- _ project planning, configuration, and design
- _ system design in 2D and 3D
- _ relocation, recommissioning and testing
- _ extensions, retrofitting, and optimisation of devices and systems
- _ project and site management
- _ turnkey installation, commissioning, and acceptance
- _ training and production support
- _ adherence to schedules as well as quality-conscious planning and execution

We hold regular briefings concerning technical innovations to enable our customers to save resources and energy. This is not only important in view of an environmentally friendly production, but also in order to continuously decrease operating costs.



In-House Repair

The technotrans team around the in-house repair offers state-of-the-art solutions in the following fields:

- > repair of units and components
- > overhaul of units and components
- > upgrades to the state of the art

Analysis and elimination of malfunctions

The error analysis and the next steps are worked out and agreed with the customer. Thanks to their extensive equipment, our service technicians can simulate all of the device processes in order to perform an optimum analysis of the problem at hand.

Benefit from a wide range of advantages:

- _ easy: external handling saves spare parts on site
- _ quick: prompt analysis, final inspection, and availability
- _ original: spare parts, drives, pumps all from one source
- _ upgrade: returning the most recent version is standard
- _ cost-efficient: performance-based prices
- _ reliable: interval maintenance at special prices

Service worldwide

Support • Spare Parts • Maintenance • Installation

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