

# NETZSCH

## Service Centres

NETZSCH established its sales, service and operations centre in Australia in 2011 to provide a high level of technical and application support, service and after sales.

Always committed with the quality of service, due to the increasing volume of service work in late 2016 NETZSCH took the decision to move to larger premises to be able to improve and increase the service capabilities.

Over 2500 pumps were serviced so far in our facilities in Queensland and NSW.

The technical sales offices around Australia ensure technical and sales support with the assistance of an experienced technical and sales team.

- Capacity to service 80-100 pumps per month.
- Experienced and well-trained technicians.
- Workshop fully equipped with cleaning bay, painting booth, 3 hydraulic operated strip benches.
- Overall assessment of condition of pump – catalogue tagged defects & run hard start & performance test on HPU when necessary.
- Two HPU (Hydraulic Power Units) are available on site for running the performance test of all pumps repaired.
- Local inventory with spare parts to repair over 200 pumps.
- Test reports and required documentation are submitted along with each pump.



### The NETZSCH Group

NETZSCH Australia belongs to Erich NETZSCH GmbH & Co. Holding KG and was founded in 2011. We are part of a mid-sized family-owned German company leading manufacturer of progressing cavity pumps for over 70 years. With five manufacturing sites around the globe NETZSCH researches, develops and manufactures all products in-house and in accordance with the highest international standards. This includes its own elastomer development and production for over 30 years.

The total control of all manufacturing processes ensures the reliability and continuous improvement of our products.

NETZSCH Integrated Management System meets all the requirements of ISO 9001, ISO 14001, ISO 45001 and the general quality assurance requirements in accordance with the Safety Standards KTA 1401.

State-of-art technology with the responsible use of all resources.

With over 4,000 employees, 33 direct sales offices and more than 200 agents worldwide, NETZSCH holds 35% of the world market share of progressing cavity pumps supplying yearly more than 70 thousand pumps.

### Services provided

- Pre-commissioning and Commissioning Field support.
- Warranty repairs in the field and in-house.
- Test & repair (warranty, dry run, on-site cannibalisation, damage from incorrect start-up procedures, fair wear & tear repairs).
- Pumps and Spare parts inventory.
- Upgrades and Operational improvements.
- Testing and reporting of starting torques, flow rates and operational functionality under different simulated ambient conditions & operating parameters.
- Testing and failure analysis report.

### Your global partner for complex fluid handling

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