

**Leistritz**

LEISTRITZ PUMPEN GMBH



**CUSTOMERSERVICE**

## ***Professional Customer Service – You are in good hands***

Since 1924 Leistriz is producing Screw Pumps for a large number of applications in different industries. Our pumps are the result of a continuous optimization and development.

Our customer service builds on close and long term partnerships with our customers.





**Spare Parts**

**Start Up  
Commissioning**

**Retrofits**

**Inspections  
and Maintenance**

**For Urgent Matters: Worldwide 24h Service - Hotline + 49 - 911 - 4306 - 690**

## Our Services:

- we guarantee fast actions
- we make available within shortest time frame a competent service team member
- we inspect and maintain your Leistritz Screw Pump in our worldwide service centres



### HEADQUARTER AND REPRESENTATIONS

#### ■ GERMANY

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#### ● USA

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***Our worldwide service network is always there for you:***

### Western Europe

Germany · Netherland · Belgium · Austria · Switzerland · England · Wales · Northern Ireland · Scotland · Norway · Finland · Sweden · Italy · France · Spain

### Middle East

Cyprus · Iran · Israel · Katar · Jordan · United Arabian Emirates

### North- and Central America

USA · Kanada · Mexico · Columbia · Venezuela

### South America

Peru · Argentina · Brazil

### Western Europe

GUS · Czech Republic · Poland · Slovakei · Romania · Slovak Republic · Turkey · Hungary · Lithnia

### Asia/Pacific

China · South Korea · India · Taiwan · Malaysia · Philippines · Singapore · Indonesia · Australia

### Africa

Morocco · Algeria · Egypt · Sudan · Nigeria · Kenya · South Africa



Your Lesitritz Partner

## GENUINE LEISTRITZ SPARE PARTS

Tell us what you need, the Serial Number of your pump and destination; and we will take care of the rest!

### We offer:

- a fast response to any request or order throughout the world
- a worldwide delivery service of genuine Leistriz spare, wear and tear parts
- a modern stock of spare parts for quick availability and delivery
- an in-house production of main pump components such as spindles, casings or bushes
- a 40 year comprehensive data archive for highest spare part disposability of your reliable Leistriz Pump
- though-out stock concepts for your maintenance philosophy

## INSTALLATION, COMMISSIONING AND RETROFITS

We make sure that everything flows smoothly right from the beginning!

### We offer:

- inspection and check up of an appropriate installation in your plant
- professional commissioning of your Leistriz Pump
- handover and training on site with our service experts
- retrofits on site or in our Leistriz Service Centre in Nuremberg
- optimization of your pump up to the newest technical standard
- an adaptation of your pump to your new plant requirement
- a modification of your pump according to new regulations, rules and laws



## INSPECTIONS, MAINTENANCE AND REPAIRS

Leistritz finds your best solution; and will provide a comprehensive service package!

### We offer:

- a qualified and professional inspection of your pump on site
- an overhaul of all pump components in our Leistritz Service Centre in Nuremberg
- a written report with retrieved results and all measures for next steps
- a fast maintenance and repair of your Leistritz Pump; either on site or in our Leistritz Service Centre in Nuremberg
- an implementation of genuine Leistritz Spare Parts with a specific warranty period
- comprehensive tests and examinations of your pump

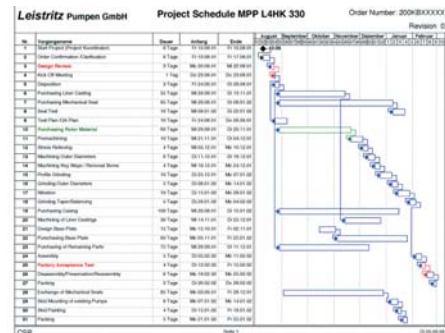


## PROJECT SUPERVISION

We are looking forward to conduct your pump project after sales throughout installation, commissioning up to handover to insure secure and safe start up of your plant!

### We offer:

- detailed project schedule management
- experienced project managers for a smooth project proceeding
- risk assessment during the project





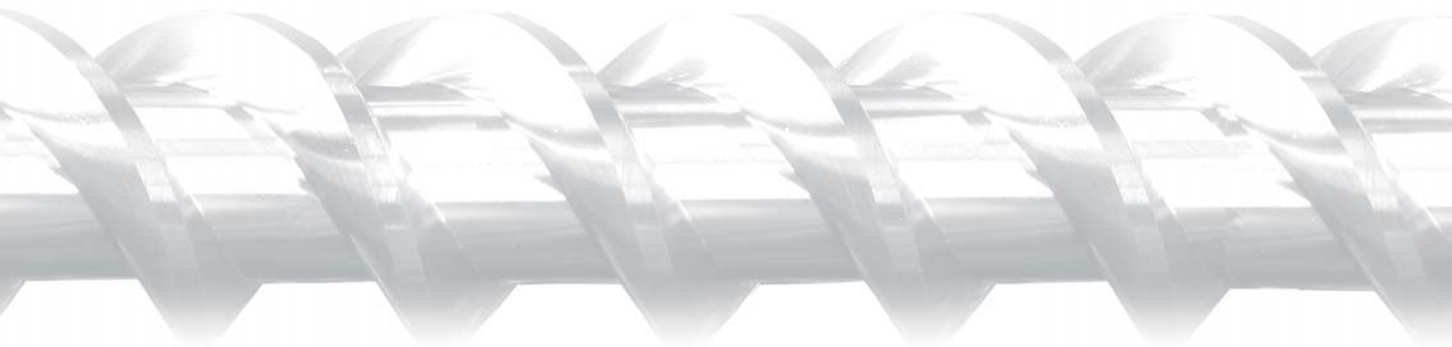


## TRAININGS

We help to train your personnel to climb up to the latest standard of the Leistriz Pump Technology!

### We offer:

- a comprehensive and tailor made training program to communicate with you our expert knowledge on site or in our Leistriz Training Centre in Nuremberg
- Fast and professional assistance coping with your challenges



## SERVICE CONTRACTS

In our Service Contracts we commit ourselves to your individual requests and needs!

### We offer:

- planning and scheduling of periodic inspections, preventive maintenance and repairs
- on time spare part deliveries to enhance your plant uptime
- tailor made long term service contracts based on a trustful partnership

## TRIAL PUMPS

Your specific application is our challenge!

**We offer:**

- development and test of your tailor made pump
- implementation and trial planning and scheduling of your specific pump at the place of your convenience

We are very much looking forward to continuing our partnership in case you are satisfied with the results

## QUALITY ASSURANCE

The Leistritz Customer Service Philosophy centres on compliance with highest quality standards!

**We offer:**

- personal customer service with professional handling of your challenges quality assurance is our main focus

Leistritz Pumpen GmbH is certified according to:

- DIN EN ISO 9001:2000
- DIN EN ISO 14001:2005
- OHSAS 18001
- GOST-R
- GOSGOR
- TECHNAZOR

