



**CUSTOMER SERVICE
AND SUPPORT**

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**On-Site Maintenance
and Inspection**

On-Site Maintenance and Inspection

We build machinery at the heart of the manufacturing process in our customers' plants. We know too well that correct operation and reliability are essential in guaranteeing optimum plant performance. Our vast experience in engineering, installing and servicing products has led us to develop state-of-the-art methods for diagnostics and analysis. These tools take into consideration the characteristics of a plant, operating conditions, environment and design specifications as well as test and start-up data. Our technical staff is capable of evaluating the status of the equipment and promptly identifying any potential root for trouble. Identifying potential problems before they arise helps assure overall reliability. Being able to conduct a complete and thorough analysis before we intervene helps minimize plant shutdowns. Our goal is to maximize your plant's uptime to help you gain the most from your investment.



Ansaldo Sistemi Industriali's customers can rest assured that they'll get an engineering staff capable of offering technical advice, qualified assistance and prompt interventions when they call. In addition to our services in diagnostics, we help customers optimize their manufacturing processes and can provide valuable assistance in improving safety and energy savings. Our expertise covers the following activities:

- trouble-shooting;
- predictive electrical and mechanical diagnostics;
- root cause analysis;
- thermography;
- balancing and alignment of rotary equipment;
- vibration analysis;
- noise analysis;
- network analysis, harmonic analysis.
- identification of key spare parts;
- SW and HW interventions.

Based on these skills we provide targeted solutions for specific needs. A key characteristic of our job is to find solutions that are tailored to our customers' requirements. Our analysis and evaluation services are an integral part of the Long Term Service Agreements (LTSA) we offer our customers. These essential and efficient service programs are tailored around customer needs. They include ordinary maintenance actions, personalized preventive and predictive maintenance plans (which can include for example: thermography of power-boards and rotary equipment, electrical diagnostics of insulating systems with state-of-the-art methods, mechanical diagnostics), remote monitoring and diagnostics, telephone assistance, emergency call out, spare parts management and critical parts stocking, training courses.

