

ZEPPELIN[®]
WE CREATE SOLUTIONS

**UNIQUE SERVICE
FOR UNIQUE PLANTS**



Customer Service

www.zeppelin.com

ENGINEERING YOUR SUCCESS



Zeppelin Systems, the world leading plant manufacturer for high quality bulk material and liquids handling, has remarkably grown over the past 60 years. We cover the demands of a wide range of industries and supply all plant manufacturing services from one single source, whether basic engineering, in-house production of components, final assembly or comprehensive customer service. Thanks to our financial strength and our global network we have long been a reliable partner for our customers.

Every Zeppelin plant is developed according to the clients' specific requirements and realized thanks to our customized innovative processes and technologies.

The knowledge we have acquired over more than 60 years of plant manufacturing and the world's largest network for bulk material handling are the key to providing ideal solutions whatever the challenge. After all, your success is our goal.

Zeppelin plant engineering – business fields

Polymer Plants

Plants for plastics producers and forwarders

Plastics Processing & Rubber Plants

Plants for the plastics processing and rubber industry

Reimelt Food Technology

Plants for the food, confectionery and bakery industry

Henschel Mixing Technology

Mixers, mixing systems

Silos & Filters

Silo technology and filters

Components

Diverter valves, rotary feeders, separators, sifters ...

Customer Service

Assembly, maintenance, spare parts

Quality Service

Services in quality management

INDIVIDUAL SOLUTIONS, FIRST-CLASS SERVICE



Thorough understanding of your processes and technical requirements is necessary to offer the highest added value in customer service and to provide you with efficient assistance in reaching your goals. In order to fully comply with your and our quality standards, we use only genuine parts for any of our services.

Global economy demands a globally available network. We provide worldwide services through our numerous subsidiaries and local service partners. Your success and competitive position is always in the focus of our activities. Whether in Saudi Arabia, India or Singapore, our Customer Service team is culturally aware and always sensitive to the needs of the customers.

Zeppelin plants are designed and realized to meet the customer's specific requirements and to comply with the latest state-of-the-art technology.

Our competent service team is committed to support you in ensuring your long-term competitive position thanks to your customized plant.



FIVE ELEMENTS TO COVER ALL YOUR NEEDS

Our portfolio is characterized above all by its wide range of services such as comprehensive service concepts, revamping, training of customer's staff, spare parts and site management. We provide you with the requested service at any time and ensure that your plant will comply exactly with your requirements.



Site management

- Planning and coordination of site operations
- Assembly and commissioning of production and processing plants
- Site management and supervision of assembly
- Manufacturing of silos and vessels on site

Original spare parts

- Standardized maintenance kits
- Individual offers for spare parts
- Individual supply with in-stock spare parts

Comprehensive service concept

- Consulting for plant optimization and spare parts stocking
- Inspection contracts
- Maintenance contracts
- Repairs
- Worldwide customer service points

Training of customer's staff

- Basics
- Commissioning of Zeppelin plants and components
- Maintenance and inspections
- Control technology and E/I&C
- Operator training at regular intervals
- Customized training
- In-house training

Plant optimization

- Modification of existing plants
- Revamping
- Debottlenecking
- Modernization of existing plants

Well planned is half done

Efficiency regarding costs and schedules is vital for the realization of major construction projects. Our competent key personnel ensures efficient planning and execution of sites and complies with cost budgets and schedules.

Only genuine parts as replacement parts

Our Spare Parts Service provides you with high-quality genuine parts as spare parts for Zeppelin components or purchased ones. Only genuine parts can guarantee a perfect fit with the plant components. Our Spare Parts Sales Department prepares spare parts in stock within 24 hours.

Reliable and outstanding in every way

Service always starts with excellent consulting. Our service technicians analyze your plant, identify optimization potential and inspect your spare parts stocks to ensure optimum supply.

Regular inspections contribute to a minimized failure risk and consequently to an increased plant availability. Our range of services also includes maintenance and repair work. Benefit from a substantial advantage: the expertise of our staff.

You can always rely on the quality of genuine Zeppelin parts for the repair of components. In order to ensure highest productivity and reliability we upgrade components to the latest state-of-the-art technology upon request.

A competitive edge based on knowledge

We offer a variety of trainings – from basic to individual – tailored to your specific requirements. Our range of service trainings are aimed at supporting you to optimize your plant operations, recognize technically related systems and processes and carry out minor maintenance works on your own. If requested, training can be carried out at your plant so that your production and maintenance staff has the opportunity to put theory directly into practice.



Bringing out the best

Our innovative solutions for plant optimization contribute to improvements and to keeping your equipment fit for the future. We offer comprehensive services for optimization of your plant to ensure that existing plants will keep up with the latest state-of-the-art technology. Whether modifications, increased performance or debottlenecking, Zeppelin solutions are always engineered for your success.



Always there for you!

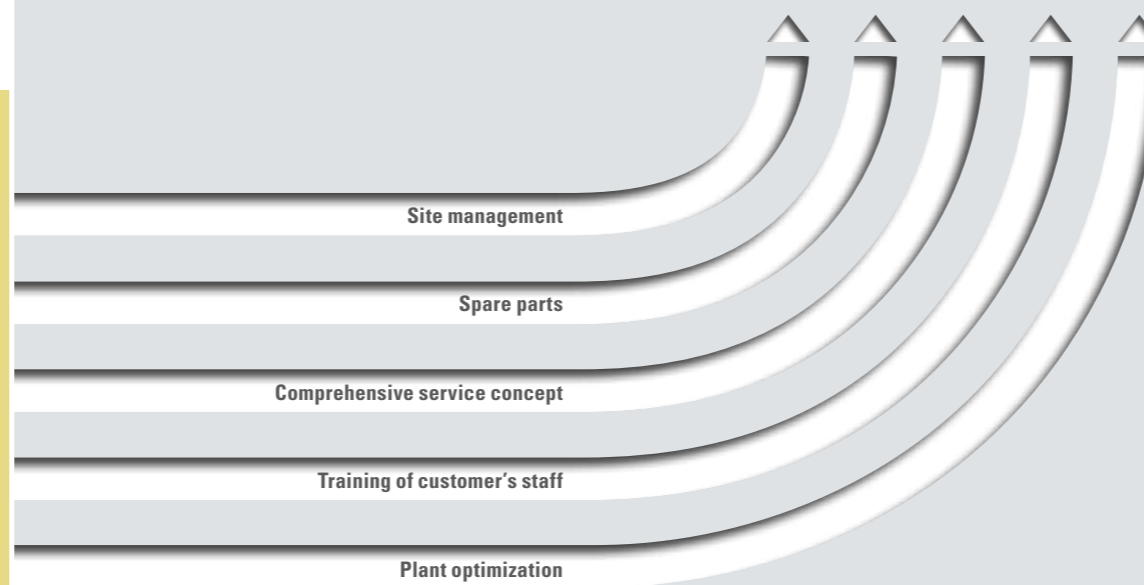
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**„Service is
a strategy
not a slogan“**



A VERSATILE WINNING TEAM

**Committed, motivated,
professional and reliable –
Zeppelin's excellent
Customer Service team.**

Customer proximity is not generated by products but by personal contact. Our service team is always committed to support the customer.

In addition to the expertise and know-how of our versatile service team, a common goal contributes to its success: to provide our customers with outstanding service.





Presented by:

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For the complete Zeppelin Systems range please visit our website at
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Global presence

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- Belgium
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- China
- France
- Germany
- India
- Italy
- Korea
- Russia
- Saudi Arabia
- Singapore
- United Kingdom
- USA