

# Field Service

## Your Best Value for Peak Performance



Your thermal spray system is like any other precision tool. To optimize your investment, your system requires periodic service and maintenance to maximize uptime and keep it running within design criteria. Whether your service requirements are only for a thermal spray gun or for a fully integrated system, our experienced Field Service staff will ensure that your operations will not lose valuable productivity as a result of equipment downtime.

### **The Oerlikon Metco Difference**

Not only are we there if your equipment breaks down. We also have a comprehensive selection of services designed to ensure:

- Consistent spray quality, no process parameter shift
- Compliance with your ISO quality requirements
- High equipment uptime
- Extended overall lifetime of your equipment
- Quick availability of spare parts, wear parts and consumables

On average, each of our service technicians has almost 20 years experience in the maintenance of thermal spray equipment. Combine that with their access to our design and application engineers and you have an unrivaled team of expertise available to you.

### **What else beyond preventive maintenance, calibration services and breakdown support?**

Our Technical Customer Support Hotline gives you fast access to our global support network. Additional services include:

- Remote diagnostics and troubleshooting
- In-house overhaul and repair
- Update/upgrade/modification projects
- Health & safety checks and consultancy
- Service contracts customized to your specific requirements
- Last but not least: customer training

You trusted us with your equipment purchase...  
Trust us to maintain it in peak condition!

# Preventive Maintenance

## Prevent problems before they happen



Our service engineers regularly perform maintenance procedures that prevent system degradation and reduce unscheduled equipment breakdowns. Proactive problem recognition and resolution is a key element of our preventive maintenance program, minimizing your equipment downtime and maximizing the useful service life of your coating facility. All work is done according our own OEM standards & procedures. We keep your equipment operating at peak performance and with the highest level of safety!

We maintain your entire Oerlikon Metco system, including handling system and peripheral equipment.

### Our Services

Maintenance work includes, but is not limited to:

- Functional checks, including safety devices
- Preventive replacement of wear parts & consumables
- Adjustments
- Lubrications
- Cleaning

### Your Benefits

- Consistent spray quality
- Improve equipment uptime
- Extended the overall life of your equipment
- Reliable high-quality service from your equipment OEM
- Defined & scheduled downtime for preventive maintenance

# Calibration Services

## Maintain compliance with your quality standards



Our regular calibration services ensure that your coating equipment is functioning within design specifications and without process shift. Our calibration procedures are in full accordance with ISO quality standards and our calibration instrumentation and equipment is fully traceable to national measurement standards. We support you to stay compliant!

### Our Services

- Calibration of your Oerlikon Metco equipment, including safety devices like gas leak detectors
- Processing of all relevant thermal spray process parameters, including gas flow, pressure, current, voltage, rotation, liquid fuel flow, wire feed, temperature, water flow & temperature, velocity, load cell accuracy, conductivity
- ISO-conformant calibration certificates

### Your Benefits

- Consistent spray quality and elimination of process parameter shift
- Compliance with your ISO quality requirements
- Reliable, high-quality service from your equipment OEM
- Process parameters transferable between spray equipment

# Breakdown Support

We will not let you down!



Did you know that we can troubleshoot and help you fix many equipment breakdowns and malfunctions via email or phone? Our Technical Customer Support determines the problem, what action is needed and what time frame is available to provide help. As needed, on-site service is provided to diagnose and repair equipment breakdowns. Our global support network will act fast to bring you back into operation!

### Our Services

- Technical Customer Support Hotline for initial troubleshooting
- On-site breakdown support by Oerlikon Metco Field Service engineers
- Regional footprint and global support network
- Highly trained and experienced team
- Regionally stocked consumables, wear parts and critical spare parts

### Your Benefits

- First time fix is not just an aspiration but reality in most cases
- Quick availability of spare parts: next day delivery for most items
- Specialists from our equipment manufacturing sites are available to support, if necessary

# Service Agreements

Your “no-fuss” option with the best benefits



### Take Advantage of an Oerlikon Metco Service Agreement

An Oerlikon Metco service agreement is the ultimate in peace of mind! Not only could you have unprecedented access to our global support network of highly-qualified and experienced thermal spray specialists, but you can also benefit from priority support, and discounts. Let us customize a service agreement that’s just right for your needs!

### Your Benefits Could Include

- Priority access to our Technical Customer Support Hotline and other Metco internal resources with defined maximum initial response time
- Fixed price, pre-scheduled calibrations
- Fixed price, pre-scheduled preventive maintenance
- Priority access to field service engineers for breakdown support, which may be at discounted hourly rates
- Discount on spare parts and reduced lead time on critical spare parts
- Predictable field service engineer travel expenses with ‘lump-sum’ travel options
- Discounted training on thermal spray technology, equipment operation and/or equipment maintenance
- Remote diagnostics beyond your equipment warranty
- Eliminate emergency orders and paperwork

**Refer to the table on the next page to compare your options...**

# Service Agreements

Compare your options with and without an agreement

<b>Our Offering</b>	<b>No Contract</b>	<b>Basic Contract</b>	<b>Advanced Contract</b>	<b>During Warranty</b>
<b>Support Hotline Response Time</b>	best effort	8 h max	3 h max	3 h max
<b>Calibrations</b>	list price	fixed price	fixed price	fixed price
<b>Preventive Maintenance</b>	list price	fixed price	fixed price	fixed price
<b>Breakdown Support</b>	list price	list price	discounted	included
<b>On-Site Service Technician Availability</b>	best effort	best effort	on-site commitment	on-site commitment
<b>Spare Parts</b>	list price	optional	included	included
<b>Travel Lump-Sum <sup>a</sup></b>	list price	included	included	included
<b>Remote Diagnostics</b>	not available	optional	optional	included
<b>Customer Training</b>	list price	list price	discounted	discounted

<sup>a</sup> Excludes airfare in some countries

## Contact Us

To get the best performance from your equipment!



### Your Technical Support Hotline:

#### Japan

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F: +81 3 5920 3511

smjp-tcs@oerlikon.com

### Your Field Service Contact:

#### Tokyo, JP

T: +81 3 5920 3304

#### Nagoya, JP

T: +81 52 505 5580

#### Kobe, JP

T: +81 78 381 8115

Information is subject to change without prior notice.

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