



# Munters Service Agreements

Climate control you expect.  
Peace of mind you need.



# Performance you can depend on – supplied by experts

Munters Service Agreements have been designed to protect your investment and maintain the performance of your Munters equipment, ensuring that it continuously delivers optimal climate control.

Munters service teams are globally supported and locally focused. Offices and technicians are strategically located to support customers everywhere. They offer maintenance, service, and peace of mind.

## **Munters Service Agreements:**

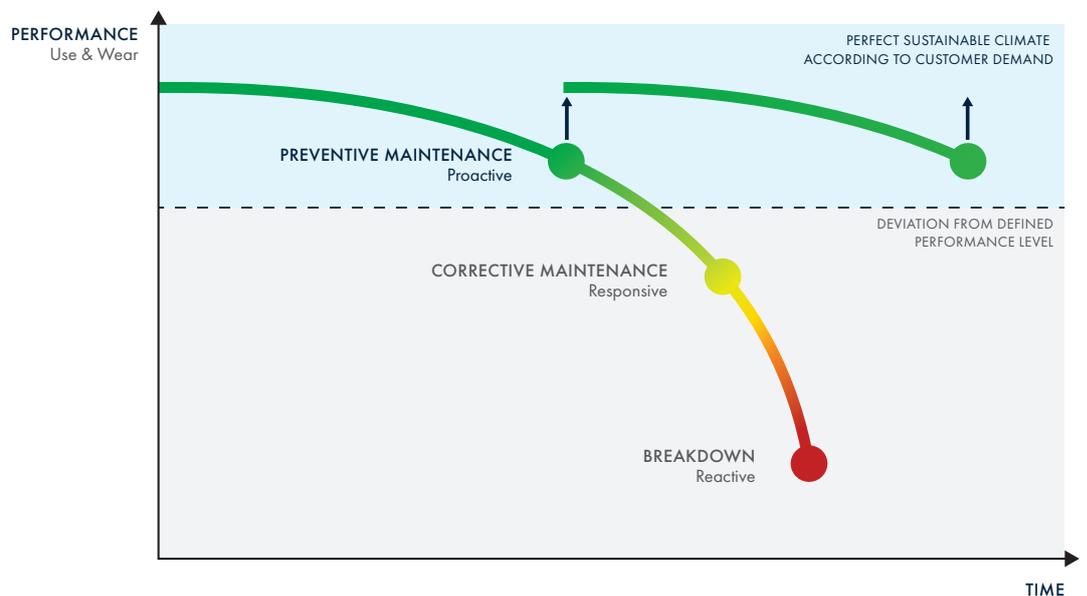
- Improve the lifetime and continued efficiency of your dehumidification system
- Simplify budgeting by combining extended warranty with planned maintenance and service
- Expert technicians receive regular training and global support, for efficient customer service
- Proprietary software simplifies setting up equipment and diagnosing faults
- Maintain maximum return on investment
- Total lifecycle support – supplied and delivered by experts

Partner with Munters for expert support and lifecycle care services.



# Why choose preventive maintenance?

Regular preventive maintenance can significantly extend the life of your equipment, help prevent breakdowns, and boost performance. Compared to responsive maintenance when performance is falling, or reactive maintenance to address a breakdown, preventive maintenance helps ensure continuously maximized performance and uptime. Munters can assess your needs and help you define the optimal service for your operation.





# Why choose service from Munters?

Choosing Munters Service makes owning technically advanced equipment simple. No one knows Munters equipment better than our own, highly experienced service technicians. They are available to provide proactive or preventive maintenance that helps you avoid unplanned downtime, lost production, compromised quality, and unnecessarily high energy consumption and costs.

## **The Munters differences:**

- Munters factory-trained technicians can detect faults, abnormal wear and breakdown risk, and are trained on the latest technologies so they can correct any issue
- During site visits our technicians use the Munters Rotor Calculation tool to check the performance of your Munters rotor. A report is then prepared that indicates what type of intervention is necessary, and the state of your equipment, before and after our intervention
- We only use Munters Genuine Parts since they are designed, tested and verified to guarantee performance
- We have more than 60 years of experience in understanding the needs of our customers. Every operational condition is unique; our extensive expertise in climate control and a variety of other industries enables us to provide best-in-class service, so our customers can focus on their business operations.

At Munters, our focus on continuous improvement leads to excellence. Choosing Munters as your service partner guarantees peace of mind from day one.

# Three levels of service, tailored to your needs

Munters Service Agreements are the best way to safeguard not just your equipment, but your total climate solution. Each level of service agreement is fully customizable to meet your individual needs.

## Level III, for critical climate-sensitive operations, offers:

- Precise climate control
- Optimal performance
- Timely specialist service and optimization
- True peace of mind

## Level II, for operations that demand a stable climate, offers:

- Stable climate control
- Top performance
- Specialist service for your needs
- Predictable maintenance costs

## Level I, for operations that demand a reliable climate, offers:

- Reliable climate control
- Stable performance
- Specialist service for your needs
- Predictable maintenance cost

	Specialist Service & Support	Level III	Level II	Level I
	Munters trained service technician	●	●	●
	Priority scheduling	●	●	●
	Local support	●	●	●
	<b>Maintenance Plan</b>			
	Customized maintenance visits/year	3+	2	1
	- Performance validation	●	●	●
	- Preventive maintenance	●	●	●
	- Operational inspection	●	○	○
	<b>Munters Genuine Parts</b>			
	Recommended critical spare parts	●	●	●
	Service kits	●	●	○
	Filters	○	○	○
	<b>Digital Services</b>			
	Remote assist	○	○	○
	<b>Warranty</b>			
	Extended warranty*	●	○	○

\* For new equipment commissioned by Munters.

● = Recommended  
○ = Optional

Do you want to know how Munters Service Agreements can keep you running at maximum capacity around the clock? Contact our Munters Sales and Service team.



# Munters at your site

Comprehensive service begins with scheduled customized maintenance visits. Depending on the level of the Munters Service Agreements and your individual needs, your service visit may include:

## **Performance validation**

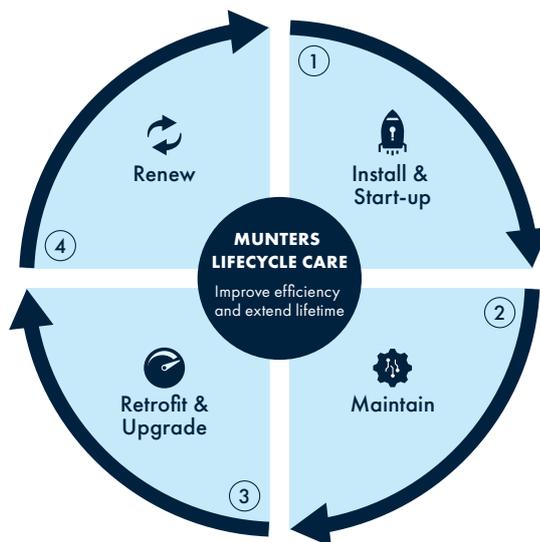
Using a proprietary Munters Rotor Calculation tool, our trained technicians are able to calculate the expected value of the unit's performance in the current climate conditions. We can then assess the system's dehumidification capacity, compared to the values stated in its design specification, to ensure the system is performing optimally.

## **Planned preventive maintenance**

Munters trained technicians can inspect your installation, including ducting, to locate any anomalies. They will then recommend necessary adjustments or repairs, as well as performing regular preventive maintenance, such as: cleaning, greasing/oiling, tuning, and replacing consumable parts. They will also replace wear parts according to schedule, ensuring uptime.

## **Operational Inspection**

Our technicians can inspect your system while it is in operation, to make sure that it is performing according to specifications and your operational needs. They can also perform regular preventive maintenance, replacing consumable parts, and making other recommended upgrades that ensure your return on investment. Should they locate any anomalies, they will recommend necessary adjustments or repairs.



# Munters Lifecycle Service

Your expert team of Munters factory-trained technicians is here to help you through every phase of ownership.

## Phase 1, Install & Start-up

Munters offers installation, start-up, and commissioning support to ensure that your equipment is installed correctly according to the specifications mitigating future risks. Munters trained technicians use our proprietary Munters Rotor Calculation tool to run a performance test and make sure the unit is set up to meet the design specification to offers optimal performance from day one.

## Phase 2, Maintain

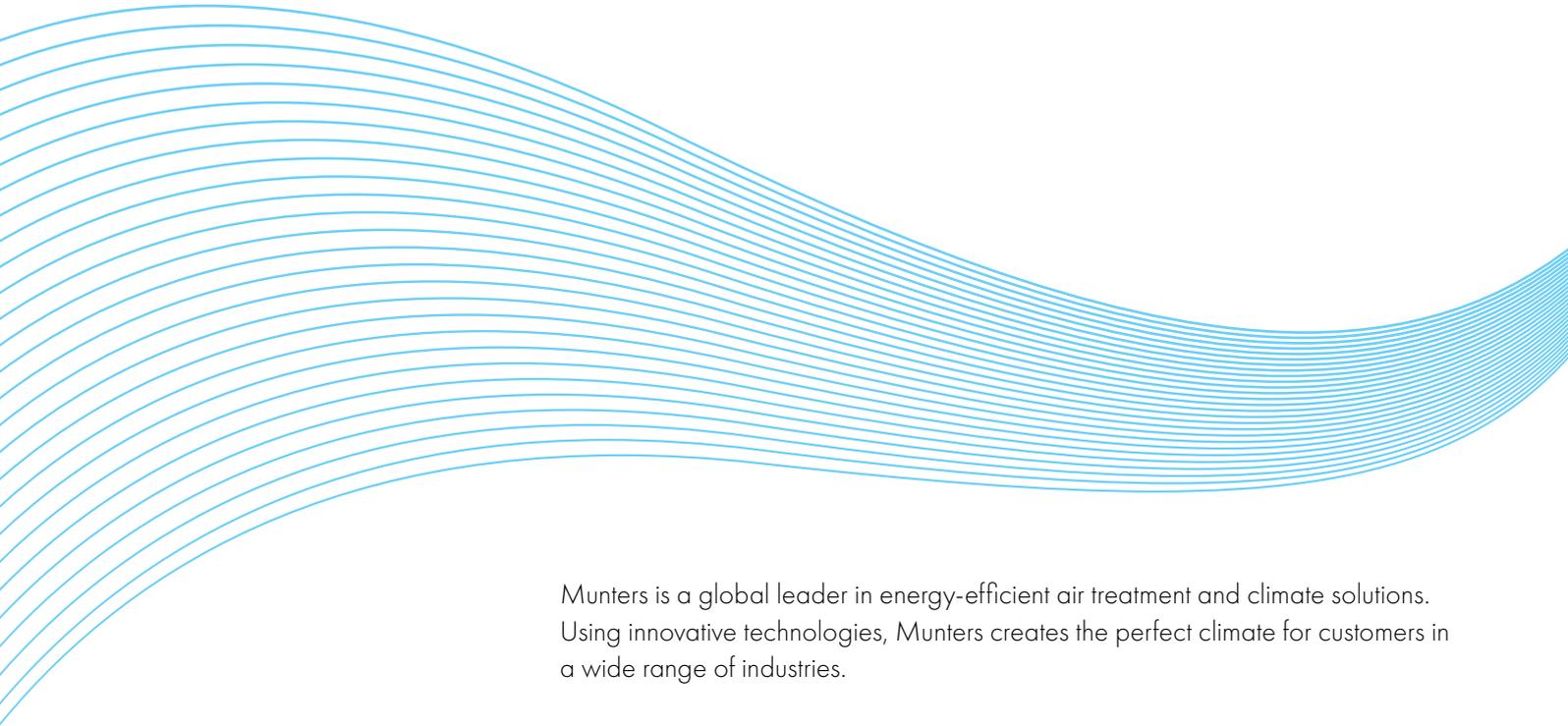
We offer tailor-made service plans that maintain your equipment at peak performance, including genuine parts, on-site visits by trained Munters technicians, and rotor performance checks.

## Phase 3, Retrofit & Upgrade

Longer life and greater value, guaranteed. Reduce the risk of downtime and obsolescence and lower your energy consumption. We offer a wide range of solutions for upgrading or replacing critical components, extending the lifetime of installed equipment, and optimizing operation.

## Phase 4, Renew

When retrofit or upgrade solutions are not efficient, we can help you find new equipment that delivers equivalent or more advanced features to meet your operational demands.



Munters is a global leader in energy-efficient air treatment and climate solutions. Using innovative technologies, Munters creates the perfect climate for customers in a wide range of industries.

Munters has been defining the future of air treatment since 1955. Today, around 3,500 employees carry out manufacturing and sales in more than 30 countries.

For more information, please visit [www.munters.com](http://www.munters.com)