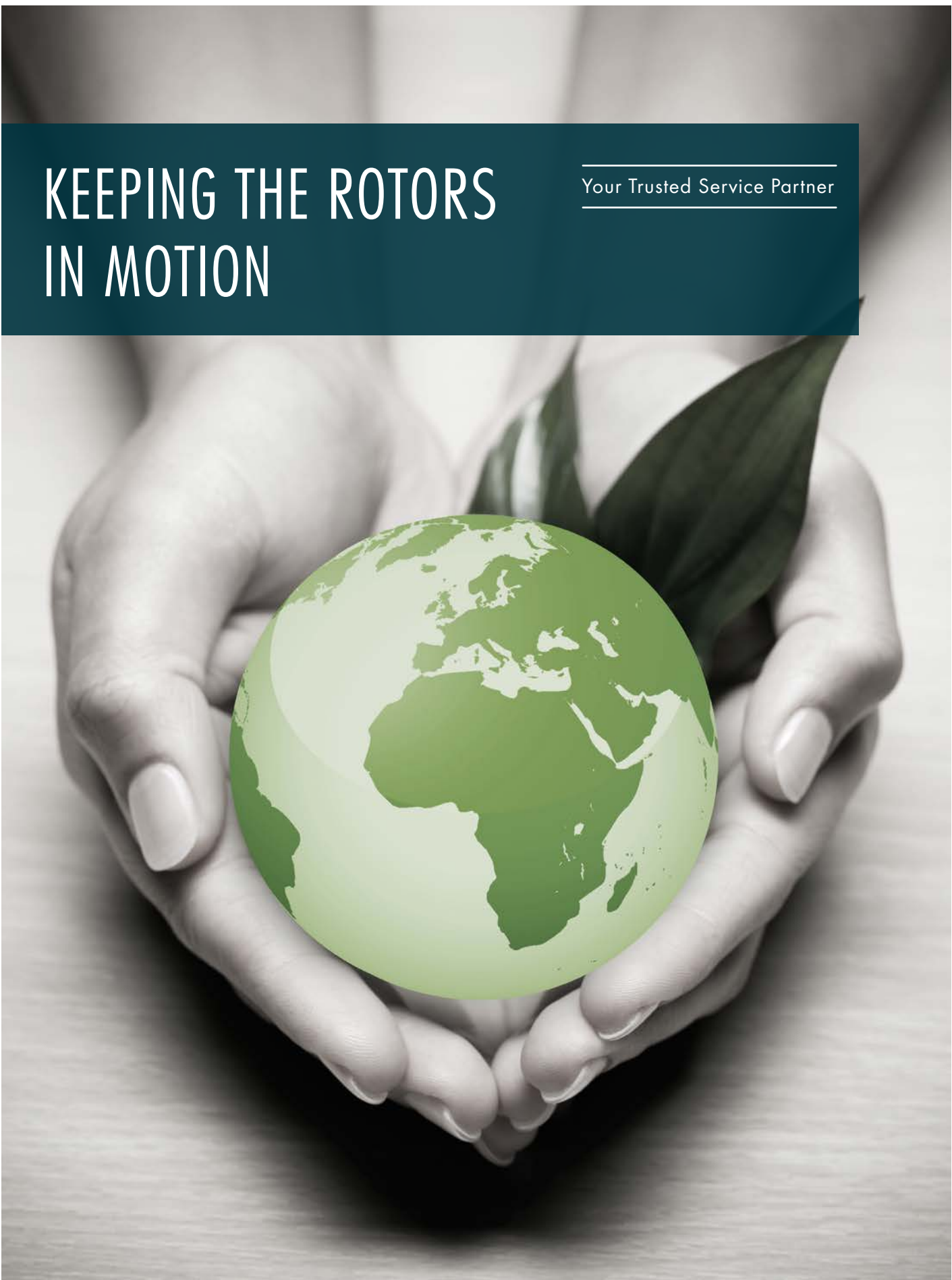


KEEPING THE ROTORS IN MOTION

Your Trusted Service Partner



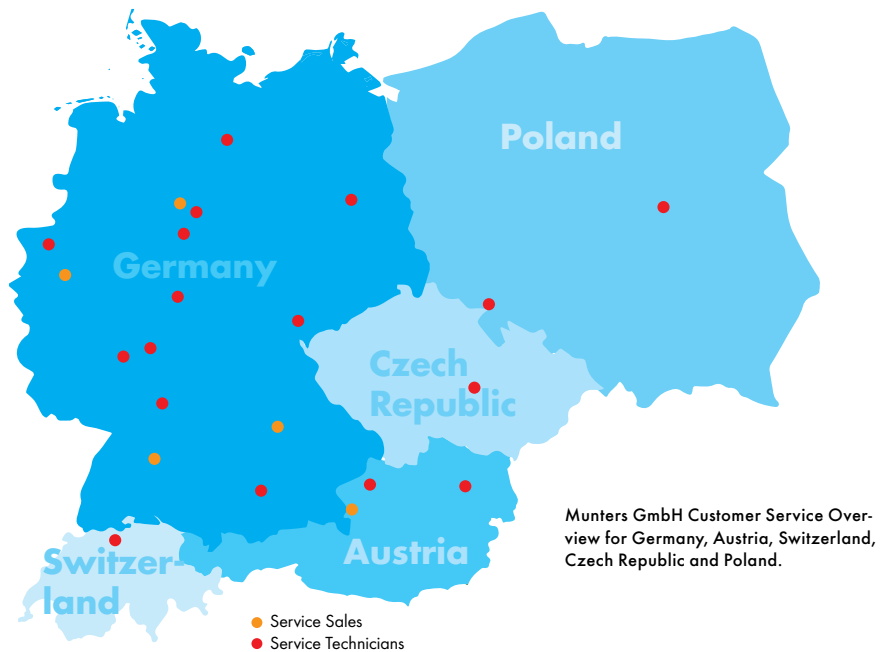
Munters GmbH: Customer Service Overview

www.munters.com/service

 **Munters**
Your Perfect Climate

About Munters

Munters is a global provider of energy efficient air treatment systems with over 320,000 systems installed worldwide, offices in 30 countries and over 3,100 employees. We are the leading international provider of dehumidification, humidification and evaporative air cooling systems for temperature and humidity control. Munters Service is dedicated to helping our customers optimise the value of their equipment through planned maintenance programs. Drawing from over 65 years of experience, Munters has developed customized service programs that extend the life of your equipment, optimise its performance, and ensure continuous operation while saving energy.



Munters Service Products:

- Service Inspection & Performance Check
- Remote Assist: Virtual service visit solution when on-site visits are difficult
- ServiceCaire™ and PrimeCaire™ service agreements for existing / new Munters equipment
- Reconditioning and Repair
- Installation Support
- On-call service (24/7)
- Spare Parts and Spare Kits
- System Upgrades
- Training for your staff

Service agreements optimise performance and minimise costs

Rely on the highly skilled Munters service professionals for regular inspection and preventative maintenance services. Like any other heavily used device, your

dehumidifier or air conditioning system requires regular care and service. Therefore Munters offers a variety of service plans for each dehumidifier type and work environment.

Performance check

During performance checks any variations and irregularities in rotor performance / capacity that might cause a lack in performance or energy efficiency are monitored. Our check-up starts with a carefully visual inspection. During the next step, the operating conditions are examined and corrected if necessary. Inlet and outlet conditions (temperature, relative humidity, air flow rate) are registered and entered into the special rotor calculation program by Munters which calculates the optimum performance. Based on the results of this

calculation, the Munters service technician can analyse the performance related to the rated data. Munters provides you with a detailed report in your preferred format (electronic or printed). This report identifies any measures that can be used to optimise the performance and energy efficiency of the sorption rotor.

Reconditioning and repair

Depending on the unit's size your Munters equipment can be reconditioned or repaired at a specialised Munters Service Center or by an authorised Munters service engineer on site at your facility.

Startup services and guaranteed performance

All Munters systems have to pass the extensive test procedures performed at our factory. Ideally the setup of the equipment on site should be performed by skilled Munters service professionals. We create a performance report that documents the environmental conditions and all entry and exit parameters. These actual values are compared with the values of a performance calculation software on how the machine should run on such a day. In order to verify the performance of an investment in Munters systems, it is possible to entrust an independent testing institute (e.g., TÜV, Noske Veritas ...) with the systems acceptance which compares performance and conformity with the technical specification. This acceptance can be accompanied by Munters engineers.

Regular performance checks determine the efficiency of the equipment while maintenance plans and visits ensure stable operation.

Munters offers flexible service agreements that can be tailored to your situation:

PrimeCaire™ – the Peace of Mind solution for your new equipment

- Full warranty coverage during agreement
- Regular inspection & maintenance visits (1 to 4 visits per year)
- 2 up to 6 year plans
- Covers labour, optionally also filters and wear parts
- On-site training during maintenance visits

ServiceCaire™ – for maximum lifetime and performance of your existing equipment

- Regular inspection & preventive maintenance visits (1 to 4 visits per year)
- 2 up to 6 year plans
- Covers labour, optionally also filters and wear and tear parts
- On-site training during maintenance visits

Munters Remote Assist: By your side wherever you are

Munters Remote Assist is an online service solution which gives you access to our expert service technicians wherever you are, whenever you need it. Through Remote Assist, our technicians can:

- Diagnose issues. Through visual access, our experts can identify potential issues and problems, and offer advice on how to fix them if possible
- Suggest adjustments according to your needs. Our technicians can help ensure that your climate continues to be at the optimal levels by advising you on adjusting settings and parameters accordingly.
- Resolve alarms. We can often identify why an alarm has been triggered, and guide you through the process of fixing whatever caused the alarm initially.

On-Call service and responsiveness

For some clients a dry air environment is critical requirement for their production. Under certain conditions Munters GmbH Customer Service offers an on-call service, allowing our customers to get in touch with a service technician 24 hours a day, 365 days a year.

Spare kits - reducing downtime with a set of critical spare parts

A set of original Munters spare parts for your dehumidifier/air treatment system will minimize downtime. Your Munters dehumidifier is manufactured from high quality parts and components to ensure optimal operation and minimal break-downs. To minimize downtime in the event of a component malfunction, standard and advanced spare parts kits and spare parts kits with 3/6-year service options are available.

Upgrades reveal new possibilities

Munters helps you upgrade your equipment by providing the most recent technological advances and enhancements. No matter the application, upgrades to Munters equipment boost productivity, increase energy savings, reduce downtime and slash operating and maintenance costs. One example is a process fan upgrade. The process fans on older Munters MX dehumidifiers are operating with AC induction motors. By upgrading these to modern and much more energy efficient EC (Electronic Commutator) fans, you will see energy savings of 50% or more.

Munters Training Academy

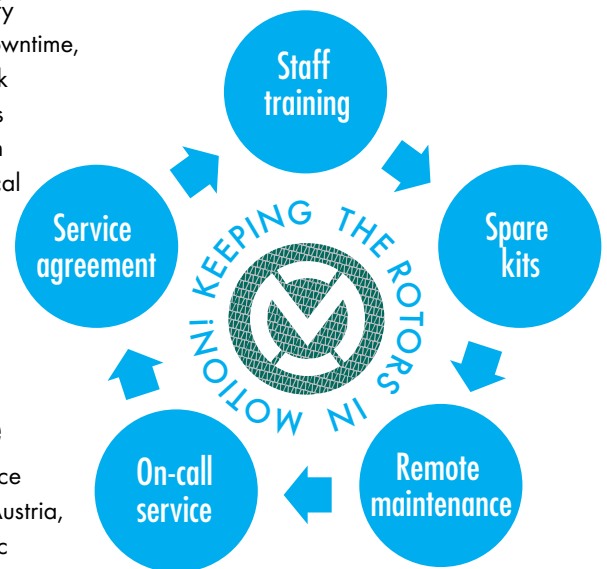
Training and developing the competence of your most valuable asset - your employees - is a worthwhile investment. Your team will be able to identify malfunctions faster, minimize downtime, reduce product waste, and work more efficiently overall. Munters offers maintenance courses with a mix of hands-on and theoretical training focusing on Data Centres as well as courses focusing on dehumidification applications in the process industry.

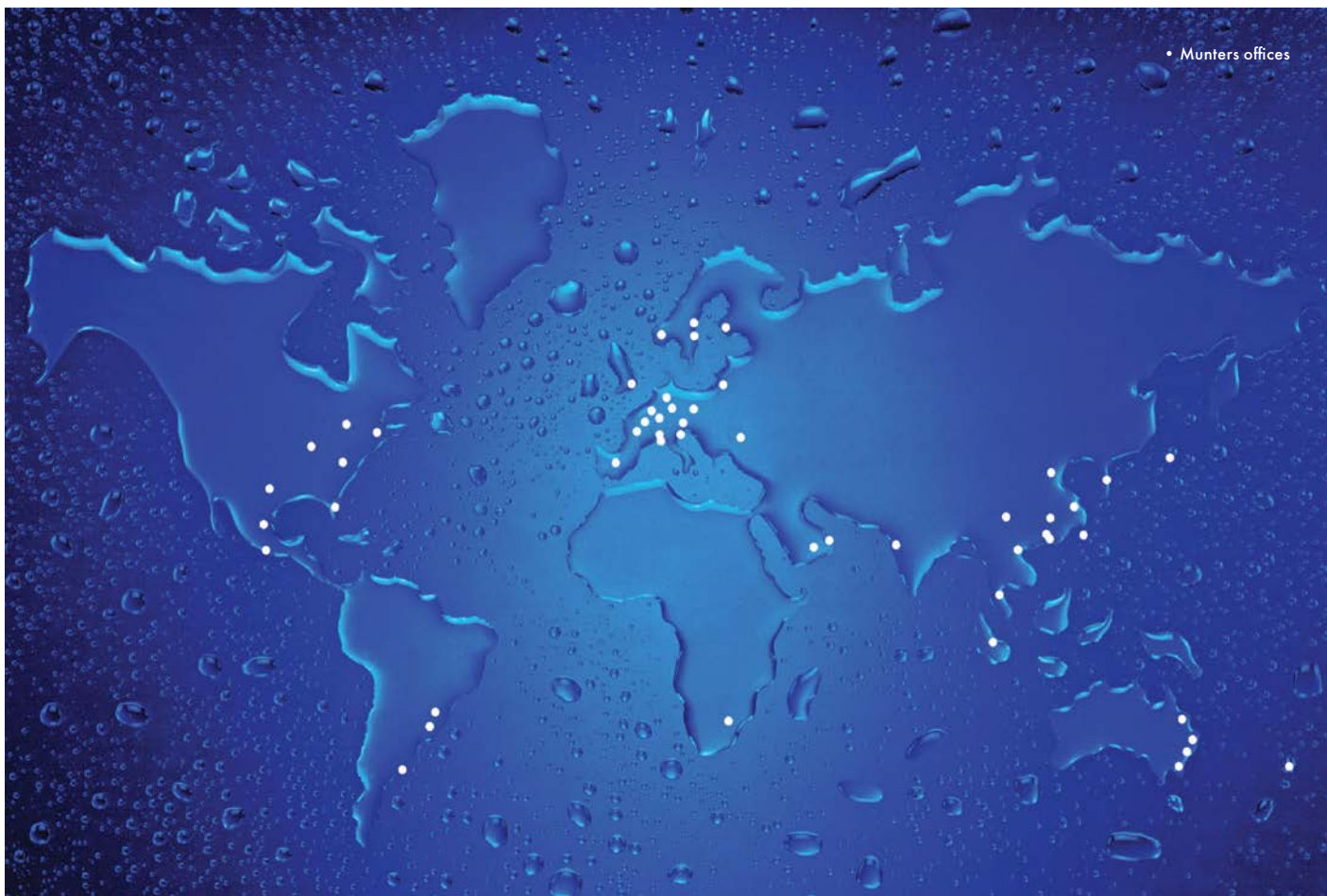
Munters GmbH Customer Service

Munters GmbH Customer Service serves customers in Germany, Austria, Switzerland, the Czech Republic and Poland.

In addition to four employees in our Hamburg office, who take care of appointments, order processing, spare parts, service contracts and workshops, four service sales agents in the areas of Northern Germany, West / East Germany, Southern Germany and Austria / Switzerland are at the disposal of the customer.

Furthermore one customer service representative for AHU system upgrades and fan technology is available. 23 service technicians and one measurements and control technician (Climatix) take care of the maintenance and reconditioning or repair of Munters systems on site at the customers premises.





Munters is a global leader in energy efficient air treatment and climate solutions.

Munters has offices in 30 countries and over 3,100 employees in many branches around the world. We are global leaders in energy efficient air treatment for comfort, process and environmental protection. Munters shares ideas within its international network, giving the Group an outstanding reputation as a reliable, fast-acting and customer-oriented expert in air treatment. Munters philosophy of customer satisfaction is central to our decision-making. When developing and manufacturing our systems, we see happy customers as our number one goal. And this is what our employees strive to ensure every day.

For more information on Munters, please visit www.munters.com

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