



Project Management & Service

“Munters takes a “project based” approach to managing Data Center accounts. A project management team, consisting of a Project Manager, Application Engineers, and Service Specialists, oversees each project. All are experts with Munters equipment in Data Center applications and are committed to project success from conception to completion. Our team is focused on understanding our customer’s perspective in order to provide the highest quality support while adhering to Munters’ core values.”

— Michael Gantert, President - Data Centers



Project Management

- Dedicated Project Manager (PM) assigned to every Data Center project. The PM serves as a single point of contact responsible for project delivery to our customer.
- Project specific schedule for customers to track manufacturing progress and plan factory visits, testing, and equipment delivery.
- Customer liaison to Munters Engineering, Production, Quality, and Service to ensure project success.
- Creates project specific documentation including Factory Acceptance Test (FAT) Scripts, Rigging and Installation Instructions, IOM's, Start-Up Checklists, and Training Plans (if necessary).
- Oversees the implementation of project field activities including Equipment Delivery and Installation, Levels 3/4/5 Testing, Training, and Warranty Work.



Service

- Americas Service Team consisting of 60+ Technicians, including trained Data Center service specialists to support Data Center Projects.
- Dedicated Team of Technical Support, Parts Specialists, Service Sales, and Field Technicians
- Project Field Support options include Delivery/Installation Supervision, Level 3 Start-Up (Required), Level 4 Commissioning Support, Level 5 Integrated Systems Testing (IST) Support, and On-site Training.
- Preventative maintenance options include extended warranties, routine maintenance and inspections, technical support with remote monitoring, retrofits, and critical spare parts packages.
- 24/7/365 Technical Support Helpline