

# MUNTERS SERVICE GUIDE

Your Trusted Global Service Partner

Service, maintenance & upgrades



# WELCOME TO MUNTERS SERVICE



## MUNTERS SERVICE PRODUCTS

- ✓ Installation Support & Assembly Supervision
- ✓ Startup Services & Guaranteed Performance
- ✓ Maintenance: PrimaCaire® and ServiceCaire®
- ✓ Performance check & inspection
- ✓ Upgrades, reconditioning / Repairs
- ✓ Energy Audits
- ✓ Training Services
- ✓ Spare Parts



Munters is a global provider of energy efficient air treatment systems with over 300,000 air treatment systems installed worldwide, offices in 30 countries and over 3,000 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 60 years of experience, Munters has developed customisable service programs that extend the life of your equipment, optimise its performance, and ensure continuous operation while saving energy.



## INSTALLATION SUPPORT & ASSEMBLY SUPERVISION

A successful installation is the basis for a successful commercial operation.

Installation support & assembly supervision ensure that your equipment is set up and functioning correctly, right from the start.

Munters' proven project management and installation best practices enable you to get the most value out of your new equipment.



## STARTUP SERVICES & GUARANTEED PERFORMANCE

After the extensive test procedures performed at our factory, let Munters' Service Team startup the equipment on site.

We produce a Performance Values Report documenting ambient conditions and all inlet and outlet parameters. To guarantee investment performance, an independent party can verify that Munters' Sequence of Operation is followed, that the faults and warnings are operating per design specifications, and that the machine is performing in accordance with that rating.

Munters' engineers can support that process.

# EXTENDED WARRANTY - PrimaCaire®



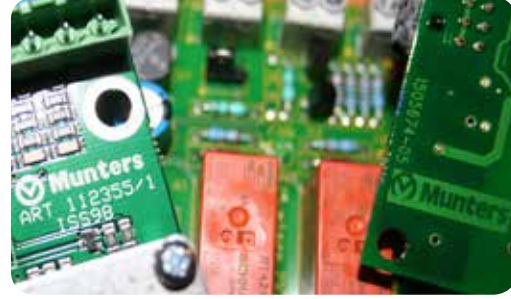
## PrimaCaire® extends the warranty on your new equipment

Munters air treatment products are manufactured from high quality parts and undergo a thorough and complete testing before leaving our factory. Despite these extensive measures, it is still possible for components to fail during operation.

In order to minimise the impact of such failures, Munters offers a variety of warranty options, adapted to your specific requirements, all to secure your peace of mind.

- ✓ Extended warranty
- ✓ 24/36 month plans
- ✓ Performance check
- ✓ Service Reports
- ✓ Priority scheduling and response
- ✓ Covers labour/parts

# MAINTENANCE - ServiceCaire®



## ServiceCaire® Agreements for maximum protection of your equipment

Let Munters take care of your air treatment systems right from the start to help ensure years of successful operation. Regular Performance checks determine the efficiency of the equipment while maintenance plans and visits ensure stable operation. Munters offers both standard and customisable plans to suit a wide variety of different requirements and needs.

*Consult your local Munters Service Team to determine the best option for you.*

- ✓ Flexible Maintenance options (e.g. 12/24/36 etc. month plans)
- ✓ Performance check & inspections
- ✓ Onsite training during ServiceCaire® visits
- ✓ 10 % discount on spare parts
- ✓ Priority scheduling and response
- ✓ Performance history

# FOCUS ON PROCESS PERFORMANCE AND ENERGY SAVINGS

## PERFORMANCE TEST & INSPECTIONS

Our Performance check allows you to determine 'how well' your equipment is delivering the perfect climate, required for your operation.

We identify equipment with low performance, that due to wear and tear or lack of maintenance, not only puts your operation at risk but consumes excessive energy. Your equipment needs regular calibration to ensure efficient operation.



## RECONDITIONING & REPAIR

Your Munters equipment can be reconditioned or repaired at a specialised Munters Service Center or by an authorised Munters service engineer onsite at your facility.

With a ServiceCaire® agreement you will be prioritised in case of breakdown of your equipment.



## UPGRADES & ENERGY AUDITS

As new opportunities arise in your business, your climate requirements may change.

Munters can upgrade your equipment and control systems utilising the most recent technological advances and enhancements. Reactivation heater conversions might be beneficial, just like energy recovery solutions for retrofit installation (e.g. PowerPurge™) which can save up to 35% of your energy costs.





## TRAINING

We offer Munters Technology Training to your local engineers, either on site or in our centrally located Training Centres where you will have access to the Munters product range.

Our dedicated Service engineers are all part of an ongoing technical training program. Ensuring the best technical support and assistance.



## SPARE PARTS

Only high quality original spare parts are used in the manufacturing and maintenance of our air treatment equipment.

Fans are meeting the ECO directive to minimise energy consumption and ready-made Spare Part Kits are available for critical installations to reduce downtime.

## REFERENCES



### Coloplast A/S - Denmark

"Retrofit installation of Energy Recovery Purge saves energy on regeneration and post cooling. Furthermore, frequency converters on the dry air fans helps us to adapt the amount of dry air needed. The investment payed off in only 0.6 years."

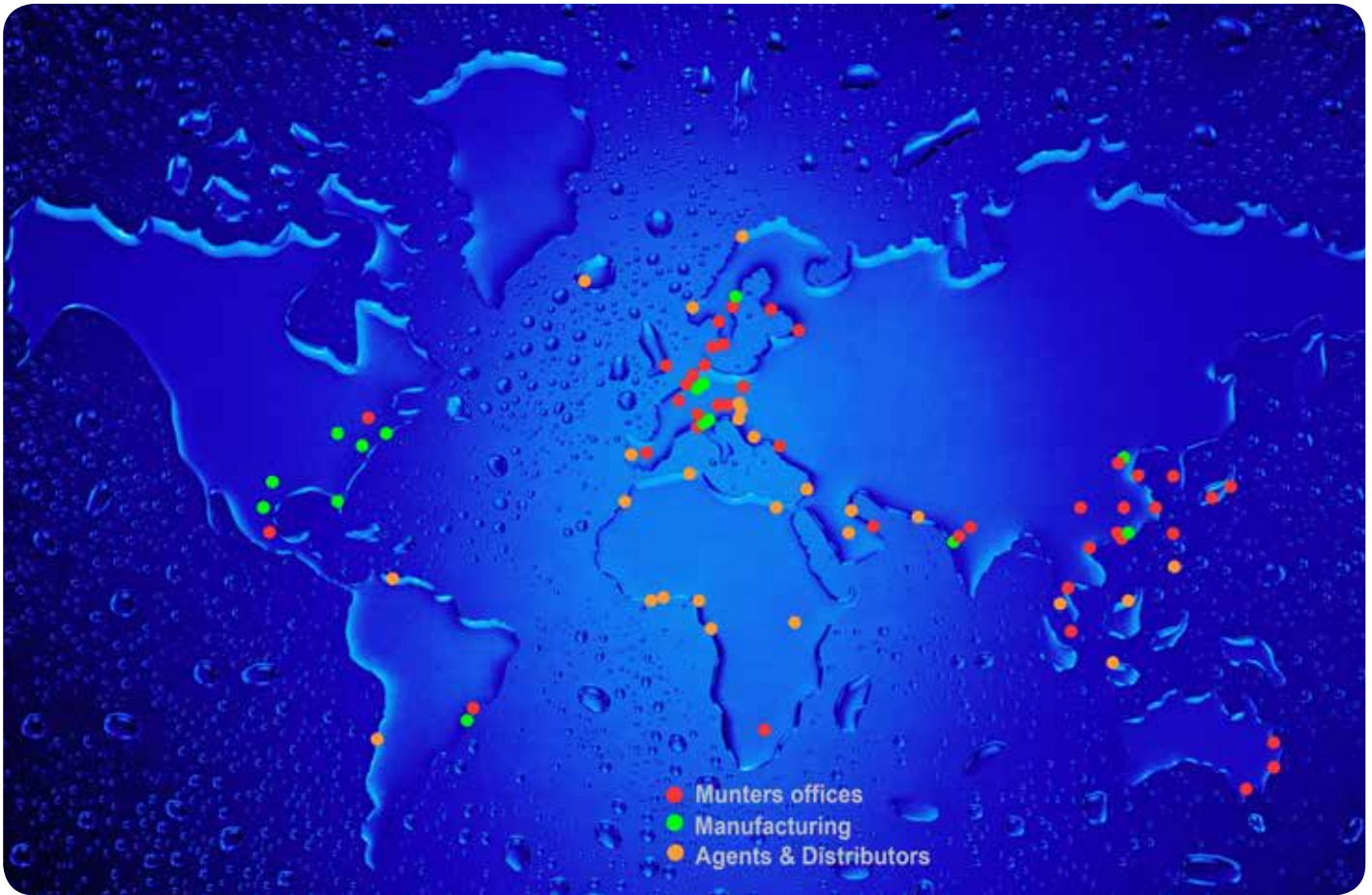
**SAVES 230 TONS CO2/YEAR**



### InovisCoat - Germany

"Munters dehumidifiers were updated with PowerPurge™ internal heat recovery sections to reduce the required heater power. The systems were also converted from electricity to gas regeneration to benefit from low gas prices."

**CUTS ENERGY BILL BY 38%**



## An international name, where the customer comes first.

Munters, listed on Nasdaq Stockholm, has offices in 30 countries and around 3,500 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-orientated expert in air conditioning. 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 target. And this is what our employees strive to ensure every day.

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

**Australia** Phone +61 2 8843 1580, [serviceairt@munters.com.au](mailto:serviceairt@munters.com.au) **Austria** Phone +43 1 6164298-0, [service.dh@munters.at](mailto:service.dh@munters.at) **Belgium & Luxemburg** Phone +32 (0) 15 28 56 11, [info@muntersbelgium.be](mailto:info@muntersbelgium.be) **Brazil** Phone +55 41 3317 5050, [brasil.at@munters.com](mailto:brasil.at@munters.com) **Canada** Phone +1 905 858 5894, [dhinfo@munters.com](mailto:dhinfo@munters.com) **China** Phone +86 10 8041 8000, [serviceairt@munters.cn](mailto:serviceairt@munters.cn) **Czech Republic** Phone +420 775 569 657, [servicecz@munters.de](mailto:servicecz@munters.de) **Denmark** Phone +45 4495 3355, [service.dh@munters.dk](mailto:service.dh@munters.dk) **Finland** Phone +358 40 186 3074, [service.dh@munters.fi](mailto:service.dh@munters.fi) **France** Phone +33 1 3411 5757, [service.dh@munters.fr](mailto:service.dh@munters.fr) **Germany** Phone +49 40 87 96 90-0, [service.dh@munters.de](mailto:service.dh@munters.de) **India** Phone +91 20 6681 8900, [serviceairt@munters.in](mailto:serviceairt@munters.in) **Italy** Phone +39 0183 521 377, [service.dh@munters.it](mailto:service.dh@munters.it) **Japan** Phone +81 3 5970 0021, [serviceairt@munters.jp](mailto:serviceairt@munters.jp) **Korea** +82 2 761 8701, [munters@munters.co.kr](mailto:munters@munters.co.kr) **Mexico** Phone +52 722 270 4029, [servicedhmx@munters.com](mailto:servicedhmx@munters.com) **Netherlands** Phone +31 172 43 32 31, [service@munters.nl](mailto:service@munters.nl) **Poland** Phone +48 58 305 35 17, [service.dh@munters.pl](mailto:service.dh@munters.pl) **Singapore** Phone +65 6744 6828, [serviceairt@munters.com.sg](mailto:serviceairt@munters.com.sg) **Spain & Portugal** Phone +34 91 640 09 02, [service.dh@munters.es](mailto:service.dh@munters.es) **Sweden & Norway** Phone +46 8 626 6300, [service.dh@munters.se](mailto:service.dh@munters.se) **Switzerland** Phone +41 52 3438886, [service.dh@munters.ch](mailto:service.dh@munters.ch) **Thailand** Phone +66 2 6422 6703, [serviceairt@munters.com.sg](mailto:serviceairt@munters.com.sg) **Turkey** Phone +90 216 548 1444, [serviceairt@munters.com.tr](mailto:serviceairt@munters.com.tr) **UAE** Phone + 971 4880 9295, [middle.east@munters.com](mailto:middle.east@munters.com) **United Kingdom & Ireland** Phone +44 1480 432243, [service.dh@munters.com.uk](mailto:service.dh@munters.com.uk) **USA** Phone +1 978 241 1100, [dhservice@munters.com](mailto:dhservice@munters.com) **Vietnam** Phone +84 8 3825 6838, [vietnam@muntersasia.com](mailto:vietnam@muntersasia.com)

Your local office: