

MUNTERS SERVICE GUIDE

Your Trusted Global Service Partner



Service, maintenance & upgrades



WELCOME



MUNTERS SERVICE PRODUCTS

- ✓ Installation Support & Assembly Supervision
- ✓ Startup Services & Guaranteed Performance
- ✓ Maintenance, PrimaCaire® and ServiceCaire®
- ✓ Performance test & inspection
- ✓ Upgrades, reconditioning / Repairs
- ✓ 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

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.

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



STARTUP, COMMISSIONING SUPPORT & GUARANTEED PERFORMANCE

After the extensive test procedure 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.

MAINTENANCE - PrimaCaire®



PrimaCaire® extends the warranty on your new equipment

Munters air treatment products are manufactured from high quality parts and undergoes a thorough, 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 you peace of mind.

- ✓ Extended warranty
- ✓ 12/24/36 month plans
- ✓ Performance test
- ✓ Service Report
- ✓ Covers labour or both labour & parts after your choice

MAINTENANCE - ServiceCaire®



ServiceCaire® contract for maximum protection of your equipment

It's never too late to let Munters take care of air treatment systems - even after years in operation. Performance tests determine the state of the equipment and maintenance plans and visits ensure stable operation years ahead. ServiceCaire® variants for different requirements and needs, consult your local Munters Service Team to determine the best option for you.

- ✓ 12/24/36 month plans
- ✓ Performance tests & inspections
- ✓ Unitsite training during ServiceCaire® visits
- ✓ 10 % discount on spare parts
- ✓ Performance history

FOCUS ON ENERGY SAVINGS

PERFORMANCE TEST & INSPECTIONS

Our Performance tests are made to save you money and optimal operation of your assets.

We will identify equipment with low dehumidification capacity that due to wear and tear and lack of maintenance consumes unnecessary energy. Humidistats need regular calibration to ensure energy efficient operation.



RECONDITIONING & REPAIR

Your Munters equipment can be reconditioned or repaired at a specialized Munters service center or by an authorized Munters service engineer onsite at your facility.

With a ServiceCaire® contract you will be prioritized in case of breakdown of your equipment.



UPGRADES

Munters can upgrade your equipment and control systems utilizing the most recent technological advances and enhancements.

Reactivation heater conversions might be beneficial, just like energy recovery solutions for retrofit installation (e.g. PowerPurge™) can save up to 35% energy costs.

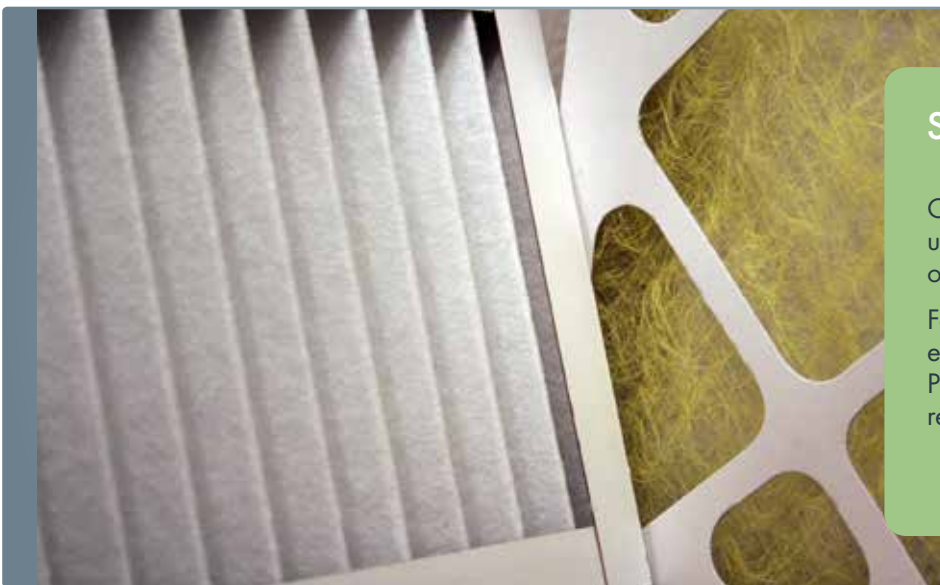




TRAINING

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 Munters product range.

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



SPARE PARTS

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

Fans are meeting the ECO directive to minimize 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 paid off in only 0.6 years."

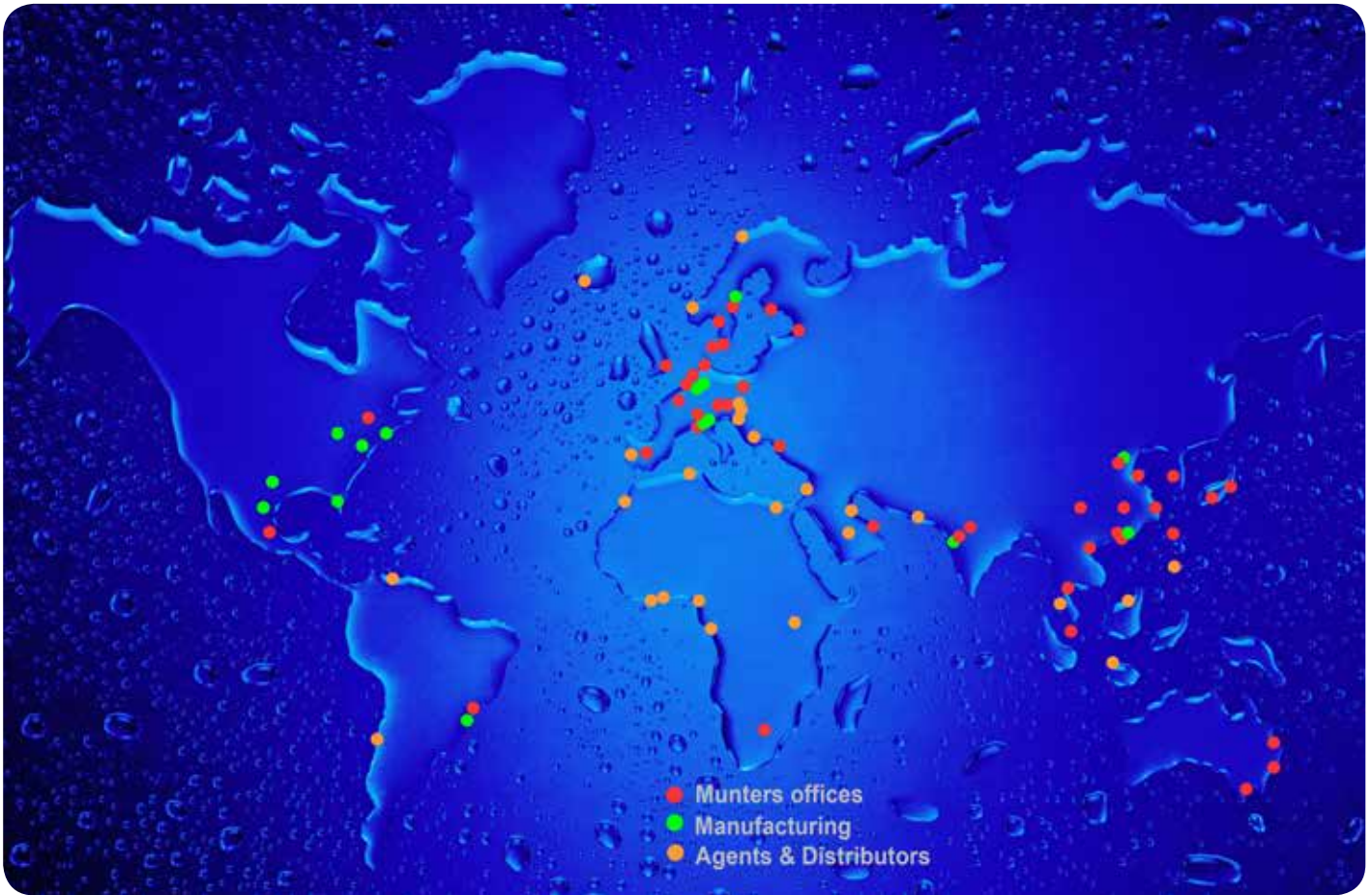
SAVES 230 TONS CO2/YEAR



InovisCoat - Germany

"Munters dehumidifiers were updated with Power Purge internal heat recovery sections to reduce the need of external heating. The systems were also converted from electricity to gas regeneration to benefit from low gas prices."

CUT 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

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Your nearest office: