

# Service & After Sales

# Our point

The core goal at AABO-IDEAL Group is to make it easy for you to be our customer and to add value to your business.

Our focal point is to get your surface treatment system up and running – and help you to keep it running as an efficient and well-working line.

As a complete and single source supplier, we have full knowledge and insight into your finishing system.

This makes it very easy for you to request support from our service engineers and order spare parts if needed.

## Your partner all the way

At AABO-IDEAL Group we develop, produce and sell finishing systems. We make sure the operators are fully instructed and able to run the line, and on top of that, we service our systems and components.

For service and spare parts we have a world wide network of expert service and installation teams. If you need parts or a check-up, contact your local service team and they will help and guide you.

We fully understand that a breakdown must be avoided in the first place, and remedied very quickly if it occurs. Our trained expert service engineers are always at hand to provide fast and efficient support.



## One point of contact with us, and several points to make

AABO-IDEAL Group has an extensive experience with installing finishing lines, from components across smaller manual plants to large scale turnkey solutions.

Once your finishing system has been installed, thoroughly tested and started up, we remain close at hand: Our service and after sales department gives you immediate assistance in case of breakdown, and will minimize a costly downtime.

We are committed to building a partnership and long-term relation with our customers, producing lasting results and well-working and productive lines.

## For your advantage

The service and after sales department at AABO-IDEAL Group consists of highly qualified employees ready to support you with:

- Development of and entering service agreement contracts
- Spare part identification and delivery
- Spare part installation and support
- Training and instruction of additional and/or newly started staff
- Quotations for upgrades
- Quotations for add-ons

On the following pages you will find more information about the many advantages for you.



**we  
know  
how**

# Customized support

You can customize your service agreement to include preventive maintenance and emergency on-site or remote support.

AABO-IDEAL Group has a world wide network of expert service engineers and installation teams providing fast and efficient support to our customers.

Your need for support may entail an on-site effort or remote access to your control system for quick and real-time error detection and correction. Most systems have the remote online accessibility, which in some cases can give you a better support and even help the troubleshooting.

# Prolonged lifetime

If you want to make our know-how and many years of experience with finishing systems an advantage to your operation, then let us tailor a service contract containing e.g.:

- Preventive maintenance
- Service report with status and suggestions
- Input regarding improvements
- Spare part suggestions

A service contract and support agreement ensures a continuous preventive maintenance and prolonged lifetime of your surface treatment line.



# Valuable feedback

After each maintenance service visit, you will receive a service report containing a description of tests conducted, values and diagnostics if necessary.

In addition the report will give you instructions of repairs and improvements needed in the short term, but also proposal for spare parts and suggestions for longer term improvements.

This feedback is very valuable for saving time and money and for keeping an efficient and well functioning line for many years.

# Spare part specialists

We have the experts on spare parts for your AABO-IDEAL plant, and our service and after sales team is ready to identify and ship any part you need.

It makes no difference weather you require parts from our own production or OEM parts: You will always get the best and fastest spare part service. To optimize our support, we have quick response parts in stock at our service centers.

If you prefer, you can use our in-depth knowledge about your plant and have us install the spare parts.

For more information about support, service and spare parts, please contact our service and after sales department:

+45 6361 8149  
service@aabo-ideal.com



# Generating experts

As soon as your plant is up and running, the newly acquired skills of your operators are coming into effect. But what about long term?

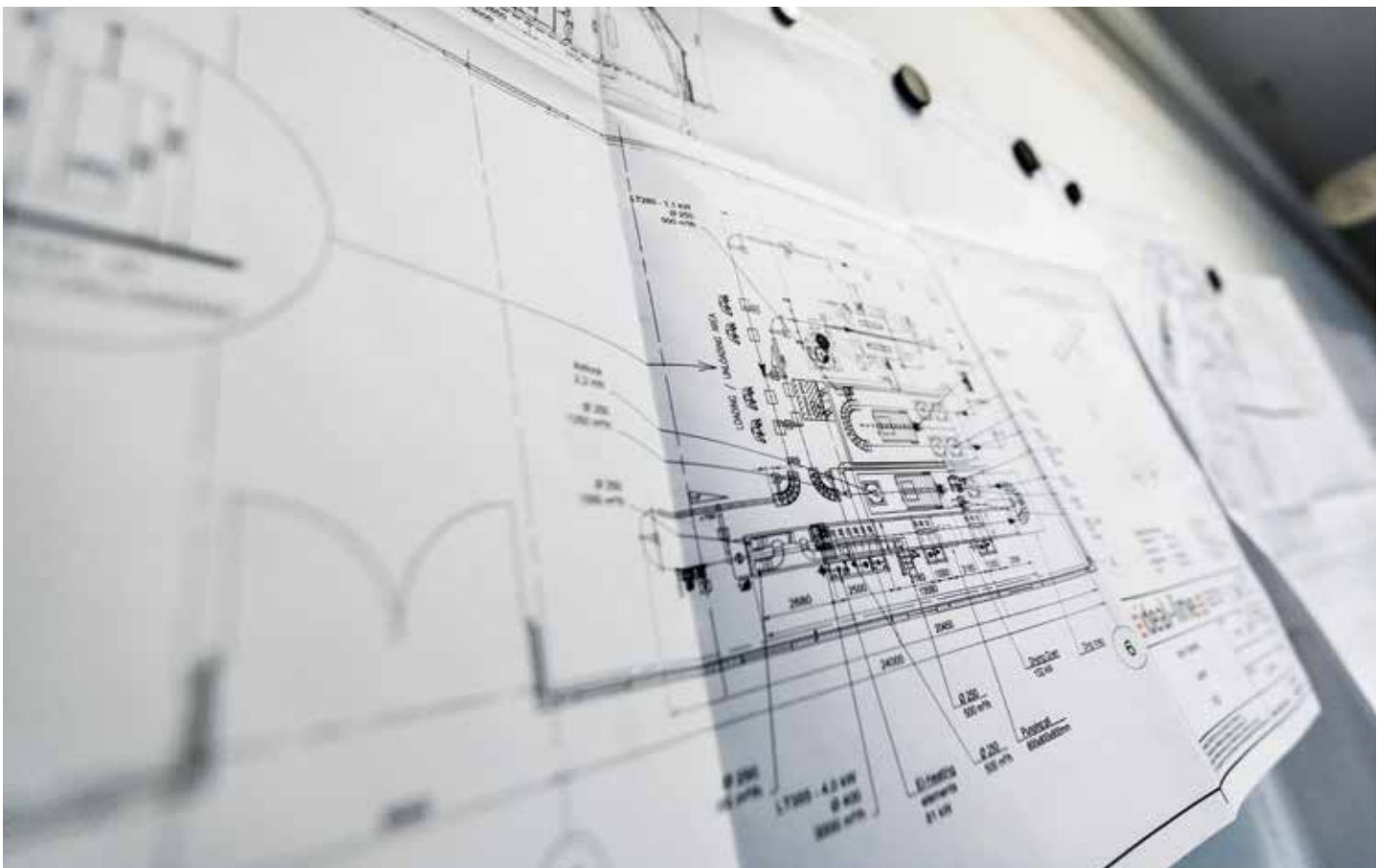
Skills and qualifications are key points when it comes to ensuring maximum performance and minimum down-time of your surface treatment line.

We offer training and instruction of your additional and new staff, making them expert operators or maintenance people.

The training and instruction will be performed on-site and is 100% based on operating and maintaining your particular line.

If your staff needs training or you have special requests for instructions in specific trouble-shooting techniques or targeted product and system training, please contact our service and after sales department and they will arrange it for you:

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# Upgrades and add-ons

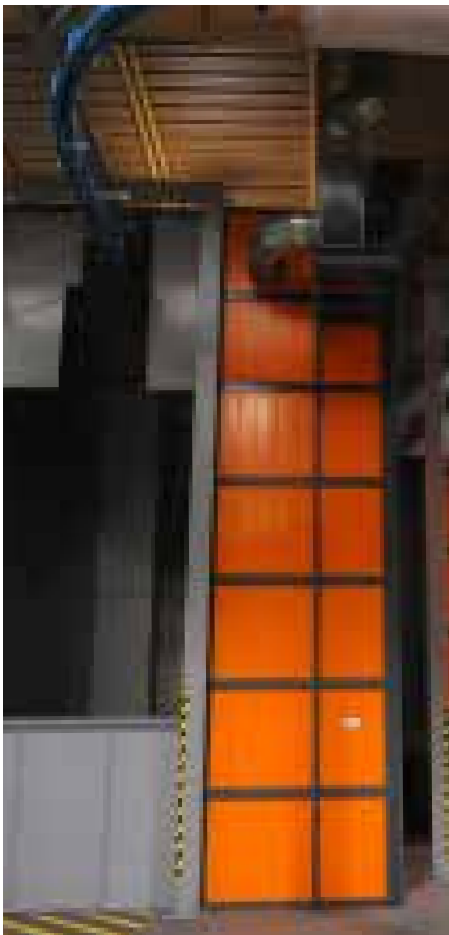
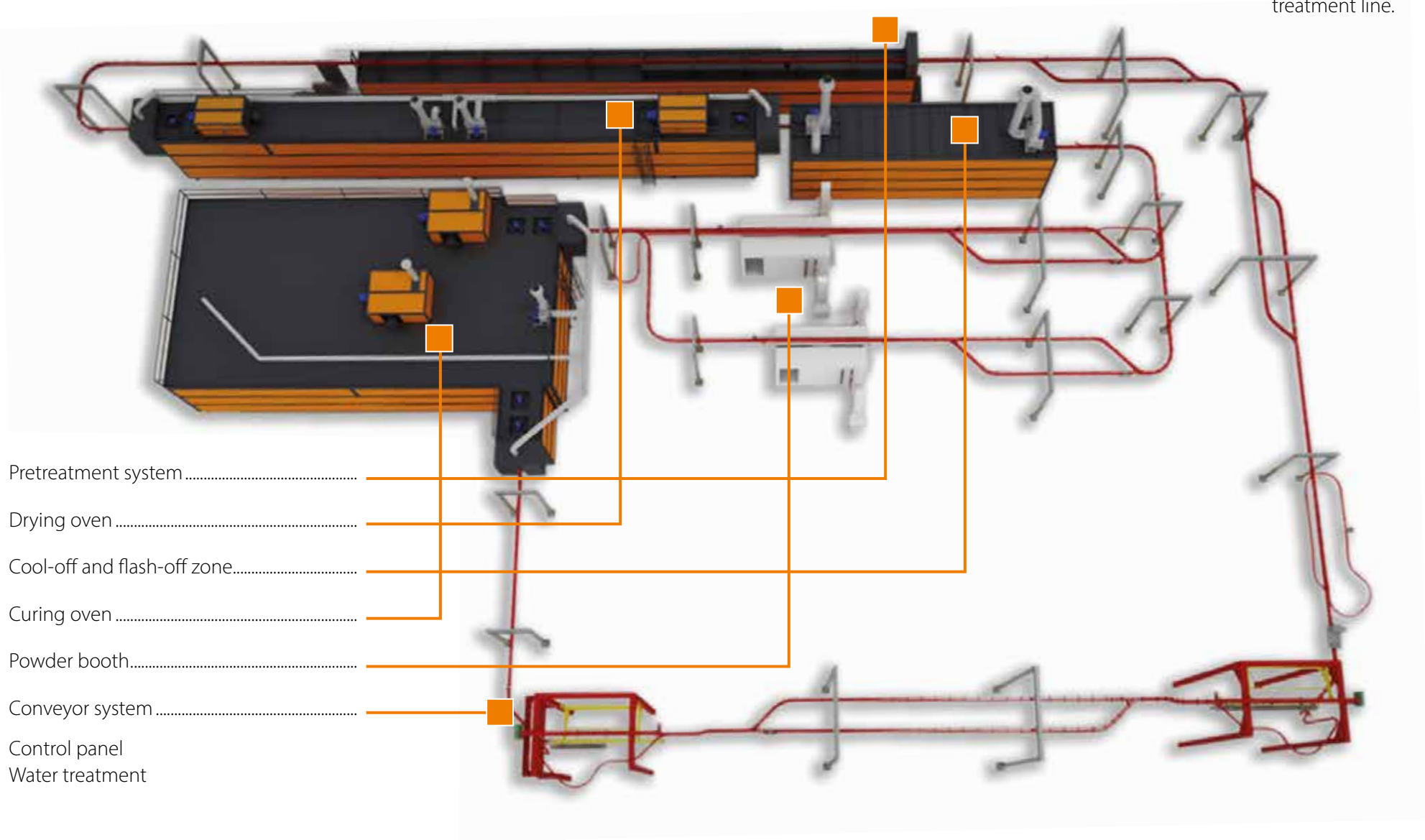
As an expert in your particular line, AABO-IDEAL Group can give you input about upgrading your surface treatment system.

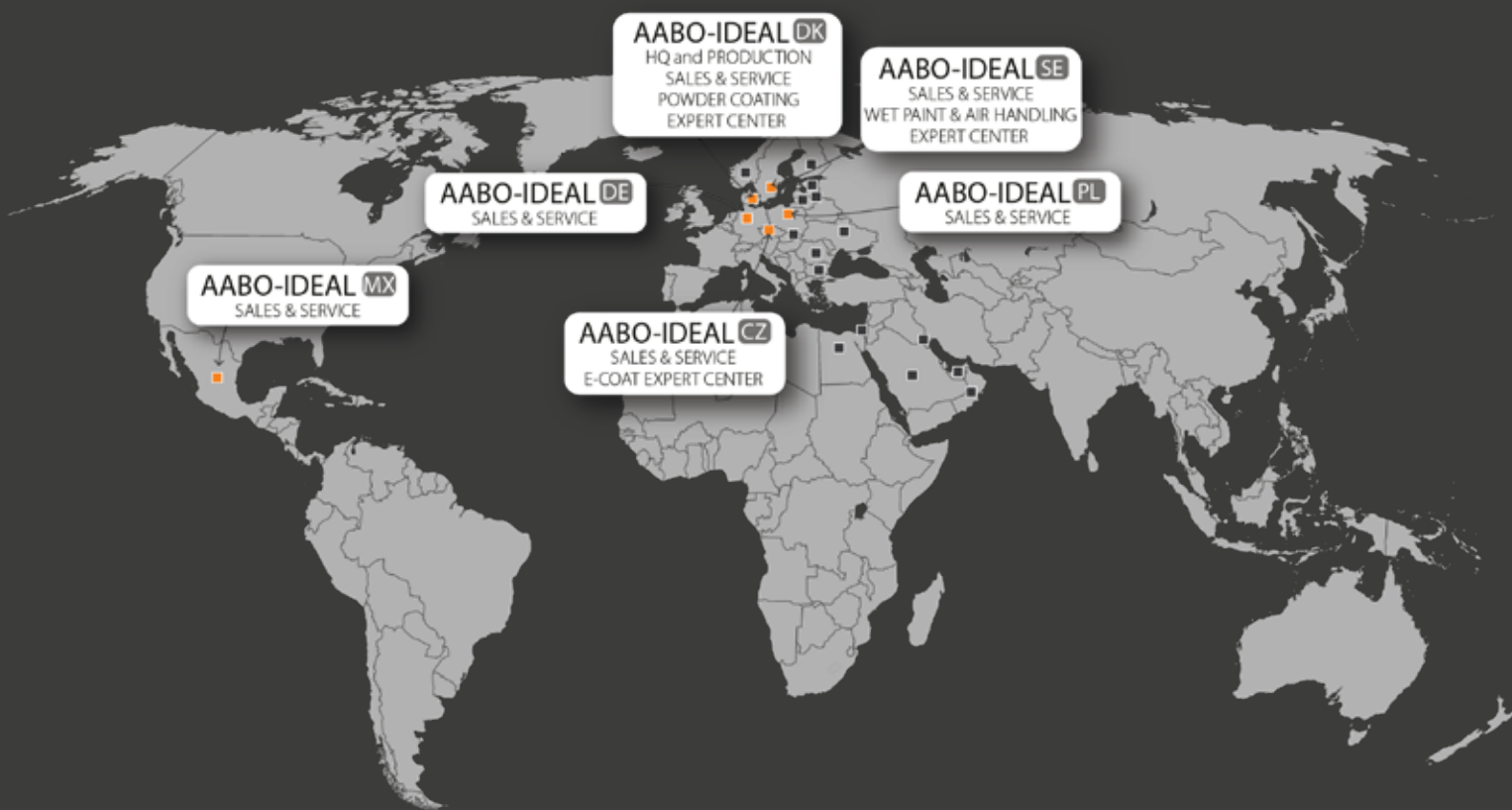
If you are considering an upgrade comprising the latest technology or additional equipment to increase productivity, we can guide and advice you.

We have a range of add-on products that will optimize your system depending on needs and requirements, e.g.:

- Acid rinse
- Air curtains
- Bag filters
- Blow-off zones
- Pumps
- Lowering stations
- Gap control
- Program optimization
- Process optimization according to new chemistry
- ...and many more

Contact our service and after sales team for more information about upgrades and add-ons to your surface treatment line.





- AABO-IDEAL Group headquarters and subsidiaries
- AABO-IDEAL Group agents

# World wide support

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**AABO IDEAL**  
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