



GEA Service – For your  
continued success



Consulting &  
Operations

Beginning

Life Cycle  
Service

Extended

# GEA Service – For your continued success

Maintain and improve your plant  
and equipment



engineering for  
a better world

[gea.com](http://gea.com)

# GEA Service – For your continued success

Improve the life cycle cost of your plant and equipment.

We work alongside our customers in close partnership, supporting them throughout the full life cycle of their plant and equipment to ensure lasting business success.

## Getting you started

We start as we mean to go on, a supportive and committed partner for life. We plan and build around individual needs, sharing process knowledge, training employees and supporting operators to get our customers up and running and ensure a smooth, seamless on-going service.

## Keeping it running

To ensure our customers benefit from continuous production processes for minimal unexpected downtime, we provide fast support, efficient maintenance and top-quality spare parts, whenever and wherever needed.

## Constantly improving

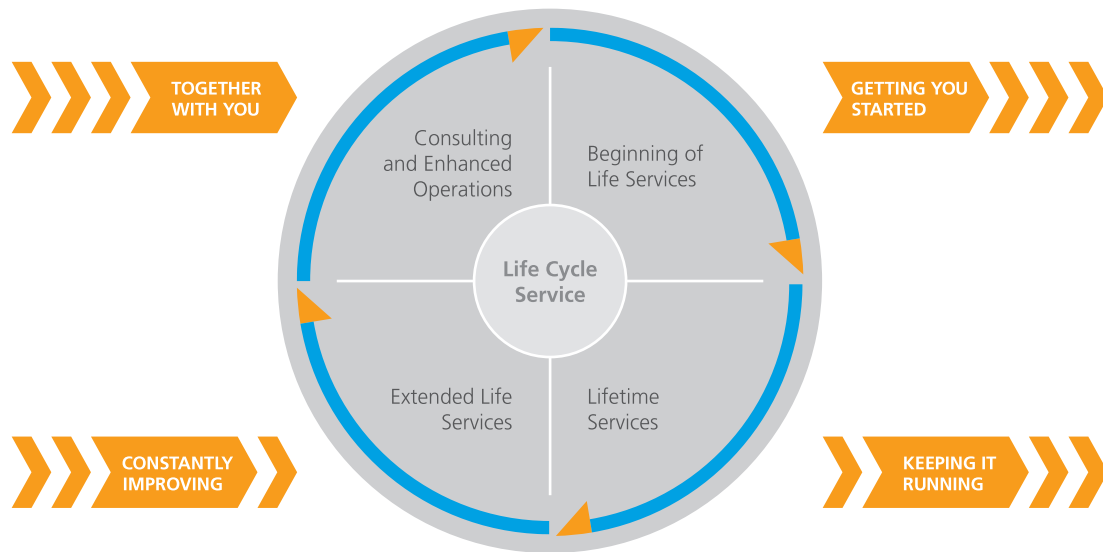
We safeguard our customers' investments by constantly looking ahead through modernizing or upgrading of equipment and optimizing of processes to meet changing needs and new market demands. We are always working to increase production efficiency and ensure peak performance.

## Together with you

Commitment to our customers and their business means investing in their objectives, their risks and their future success. We work in ever-closer collaboration, providing on-going systems audits and on-site support through innovative new service models in order to generate improved performance.



## Our four stages of continued success



GEA Service – For your continued success





# Getting you started

Seamless support for instant productivity and performance.

## Installation –

### Start your operation with the most effective setup

Enter into a partnership with a dedicated team of GEA service experts to guarantee the safe and efficient installation of your next plant. We will provide an initial analysis of your project and propose the most suitable plant layout, process control system and production technology.

GEA's engineering, installation and process expertise, combined with our manufacturing know-how, ensures optimum plant performance from day one.

## Commissioning –

### Ensure safety and efficiency from day one

Because we understand the complete production process inside out, with a strong emphasis on interface competency, we are able to set up your equipment or process line in the most effective way. You can expect maximum safety and production reliability at all times.

## Training –

### Make your staff experts in processes

Our certified and experienced service engineers train your employees – on site or in one of our modern training centers. They will provide your staff with comprehensive operational training, valuable process knowledge and asset health awareness so they can safely and expertly run and maintain your plant and processes from day one.

All training modules are tailored to the individual needs of your business, delivering decisive advantages:

- Optimum plant and equipment efficiency
- High plant availability and reliability
- Highly qualified and efficiently trained personnel
- Asset health awareness

By sharing our knowledge, we help to ensure your business benefits from maximum efficiency and minimum downtime.



GETTING YOU  
STARTED

# Keeping it running

The cost-effective way of ensuring safety and reliability.

## Spare parts –

### When spare parts are vital, ours are available

Genuine spare parts from GEA provide you with the level of safety required to improve the efficiency of your plant.

GEA customers benefit in numerous ways from our comprehensive and efficient spare parts service:

- Highest safety level
- Long-term availability
- Optimized delivery times
- Maximum service life
- Highest quality standards
- Optimized spare part management  
(based on criticality analysis)

Genuine GEA spare parts protect your investment, keeping you up and running at top efficiency and reliability. Each part is warranted to be manufactured to extremely high standards. Custom pre-analysis of critical machine parts, in time delivery and global availability ensure safe plant operation.

## Corrective maintenance –

### 24/7 responsiveness, 100 % efficiency

Our maintenance and repair services stand for precision work and utmost manufacturer's responsibility. Always considering the complexity of plant operations, we carry out repair work on site around the world! Our maintenance and repair service is never far away, securing:

- Know-how of the original plant manufacturer
- Highest safety and functional standards
- Maximized plant availability, around the world

## Preventive maintenance –

### Benefit from continuous production

GEA's preventive maintenance programs keep your equipment operational and extend service life. Time-based servicing costs less than fault repairs. We understand the need for continuous plant operation in today's business environment. Our global specialists are always on hand with up to date equipment and process knowhow to ensure the continued operation of your plant.

- Optimally maintained machines
- Maximum operation / production reliability
- Optimized product quality



# Constantly improving

Sharing our knowledge to safeguard your investment.

## Upgrades/Modernization/Optimization – Boost the potential of your equipment

We are continuously looking for new ways to improve your processes and equipment. When market conditions or new regulatory standards require you to upgrade or modernize we are here to support you in the change to reduce energy, cut costs, adapt output or enhance safety. We share with you our know-how to design the right innovative solution – ensuring performance and reliability.

## Predictive maintenance – Bringing more insight and performance to you

Predictive maintenance programs such as GEA PerformancePlus ensure availability with an intelligent and economical approach. Constant access to past and current data gives you full control over the entire process cycle to identify and prioritize required maintenance activities ahead of time:

- Optimized maintenance interval scheduling
- Clearly visible status information
- Minimized unscheduled downtime
- Optimized plant safety and availability

## Factory-rebuilt – Rebuilt without compromise, proven productivity

Factory-rebuilt equipment from GEA is efficient, reliable and quickly in place, with an extended service life.

Because the machines were manufactured by GEA, we have the expert knowledge to prolong their efficient and safe operation.

Unique benefits favor GEA rebuilt solutions:

- Factory-rebuilt equipment
- Service re-conditioned equipment
- Faster delivery than new machine
- High cost/performance ratio
- Original manufacturer's know-how, safety, quality, performance and warranty





# Together with you

Enduring commitment to you and your business.

## Performance contracts –

### Welcome to your continued success

An excellent machine is one thing, the right service is another. Performance contracts from GEA avoid cost traps and offer service packages focused on availability and cost control.

Across the entire plant life cycle, inspection, maintenance and monitoring services supplied by GEA offer distinct advantages including:

- Higher availability of the machine
- Reduced standstill times
- Optimized machine operation
- Maximum planning reliability

Reliability-centered maintenance (RCM) is a growing priority for many manufacturers in order to identify and prioritize critical service tasks. GEA Service safeguards maximum plant availability with highest process efficiency and maintenance budget control.

## On-site project support –

### Make expertise work for you

Meeting entirely new demands calls for greater expertise than simply replacing a key part. GEA's process engineers understand the challenges in creating turnkey projects from the ground up. We can support you every step of the way, from problem analysis and installation to commissioning and performance verification:

- Partnership throughout every step of the project
- Certified experts with decades of manufacturer's know-how
- Advanced performance and reliability
- Maximized operational safety and production reliability

## Service Software Products –

### Be one step ahead

In order to manage your plant and operation effectively, you need to see at a glance how your assets are performing. With our sophisticated service software solutions, you can enjoy easy data access and handling with a continuous supply of information and document overview. This ensures you can quickly and easily identify maintenance and upgrade needs.



## We live our values.

Excellence • Passion • Integrity • Responsibility • GEA-versity

GEA is a global technology company with multi-billion euro sales operations in more than 50 countries. Founded in 1881 the company is one of the largest providers of innovative equipment and process technology. GEA is listed in the STOXX® Europe 600 Index. In addition, the company is included in selected MSCI Global Sustainability Indexes.

### GEA Service

GEA Group

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