

service department

SCITEQ A/S - **Service** is a key strategic business unit with full focus on service and support of our customers. Our Service Department provides our customers with service and support on a global scale, carried out by our own staff of experienced technicians and partners. We have completed installation and training in more than 70 countries around the world and have more than 40 years' experience as a manufacturer of QC testing equipment for the plastics industry.

highlights

installation and
commissioning

spare parts

field service

service agreements

hotline/helpdesk

installation and commissioning

- CONVENIENT INTRODUCTION -

SCITEQ **Service** has developed a commissioning service which ensures fast, easy introduction of new equipment. This service includes installation, configuration, start-up, operator training, and follow-up according to your company's specific needs.



spare parts

- DAY TO DAY DELIVERY -

SCITEQ holds a wide variety of standard components in stock. Very often we are able to send your request for **next day delivery**. For non-standard parts the average delivery time is 3-5 days. SCITEQ guarantees 10 years' supply of parts or an exchange program.



field service

- YOUR BACK-UP TO ASSISTANCE -

In the rare need of urgent assistance we do our utmost to help you as quickly as possible. SCITEQ Service has a staff of **experienced technicians**, who carry out service assistance on site.



- We believe in success through dialogue

SCITEQ | equipment

Danish origin

own production

own technology

innovative thinking

worldwide sales

high quality

flexibility

service agreement

- OPTIMUM UP-TIME, OPTIMUM CAPACITY -

Service Agreements ensure more cost efficient maintenance and more reliable equipment resulting in maximum uptime. A **customized SCITEQ service agreement** is the best way to organize the preventive maintenance of your equipment. We check your equipment, carry out adjustments and repairs if required, provide advice on optimization, and issue a condition report. Discount on preventive maintenance and spare parts, training of new operators, online access and software updates, are a few of the many benefits we offer our customers who sign up for **Service Agreements**. If the problem cannot be solved by means of telephone assistance or online access, we can guarantee that SCITEQ A/S will have a competent service technician at you facility within 48 hours.



hotline/helpdesk

- JUST A PHONE CALL AWAY -

We can guarantee that during normal working hours a competent technician is available for instant fault finding and help with technical support. **Remote access software** on most of our products is another possibility for fast technical support and troubleshooting. With this service, a technician will be able to log on and remotely control the machine, assist operators in using the equipment as well as in fault finding. This service is available combined with a service agreement.

contacts



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