



APV Services

Improving Plant Reliability with Process & Technical Expertise

Improving Plant Reliability

APV's specialized technical services ensure maximum asset availability to produce cost effective quality products. Everything we do is aimed at eliminating downtime and extending the life of your plant equipment.

APV Provides Repair and Preventative Maintenance Services for the Following Assets:

- Homogenizers
- Plate heat exchangers
- Pumps
- Valves
- Scrape surface heat exchangers
- Colloid mills

Systems

- Pasteurizers
- Butter churns
- Evaporation
- Membrane filtration
- Distillation
- Automation & controls
- CIP & hot water sets
- Other processes

Service Agreements

APV service agreements are tailored to match customer's individual needs. They allow the procurement of the proper level of service to successfully support your plant maintenance staff and provide achievable and measurable benefits. They include:

- Increased labor productivity
- Improved asset uptime
- Overtime cost reduction
- MRO inventory reduction
- Increased product output
- Increased safety performance

Service contracts equal incentives!

Training

APV's specialists can instruct personnel on best practices for system operation, maintenance and safety procedures.

- Certification programs for your personnel are available on site or via the internet
- Annual re-certification assures that procedures are being followed and bad habits are eliminated

Additional Services

- Patented in-place cross contamination detection for plate heat exchangers
- Laboratory testing and pilot plant trials for our customer's products
- Heat exchanger plate cleaning and re-gasketing



Additional Services continued

- Upgrades and expansions of APV equipment and systems
- Rental equipment and systems
- System optimization
- Installation and plant relocations
- Commissioning
- Refurbishments

Spare Parts Programs

APV can review spare parts inventory and recommend changes when necessary, including:

- We offer genuine APV and OEM parts for every component on your APV system. Our parts are designed to deliver the highest quality and performance available.
- Ensure critical spares are on hand and identify non-essential and/or inactive parts.
- On site spare part stocking programs are available.

Enterprise Asset Management

APV combines its process and technical expertise with enterprise asset management software to offer our customers asset intelligence with real time solutions. This enables you to make proactive business decisions on reducing costs and maximizing your return on investments.

Preventative Maintenance Audits

As an alternative to emergency service, we offer preventative maintenance audits which typically consist of annual inspections. During the inspections we provide the following services:

- Thorough checks of all wear points
- Identify equipment in need of repair
- Itemize parts in need of replacement
- Check condition of all gaskets and/or seals and replace if necessary
- Review operating and maintenance procedures
- Provide detailed analysis on conditions with recommendations
- Instrumentation calibration

Emergency Service Response

APV's 24-7 service escalation program ensures optimum plant performance and uptime. Incoming calls to the toll free service line are returned within two hours of the initial call. Typically, 70% of the service inquiries can be handled over the phone or via remote access via modem/Ethernet. The remaining inquiries are escalated to our team of skilled service technicians, process engineers and automation experts for on-site service.

Level 1 Support - 2 Hour Response

- On-line Technical and Troubleshooting



Level 2 Support - 24 Hour Dispatch

- Site Visit for Break-Fix Repairs and Troubleshooting
 - Mechanic
 - Process Technician
 - Automation Technician
- Parts



Level 3 Support - 48 Hour Dispatch

- Site Visit by Technical Expert

CALL TOLL FREE:
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For more information about our worldwide locations, approvals, certifications, and local representatives, please visit www.apv.com.

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