



CUSTOMER SERVICE

AFTER SALES &
MAINTENANCE





GLOBAL SERVICES FROM YOUR EXPERIENCED PARTNER TO MEET YOUR OPTIMUM PERFORMANCE REQUIREMENTS

Mersen provide a broad range of service : assembly, maintenance, refurbishment, spare parts and preventive solutions

GLOBAL SERVICES

Mersen is not only an equipment manufacturer but also sustains local markets from our worldwide industrial base by providing support for our products throughout their life cycle and by offering a broad range of spare parts and services.

Mersen is present alongside our customers during installation, commissioning, preventive maintenance, troubleshooting, corrective maintenance and consulting / diagnostics. Our network of experts is committed to develop unique solutions to your specific requests and problems



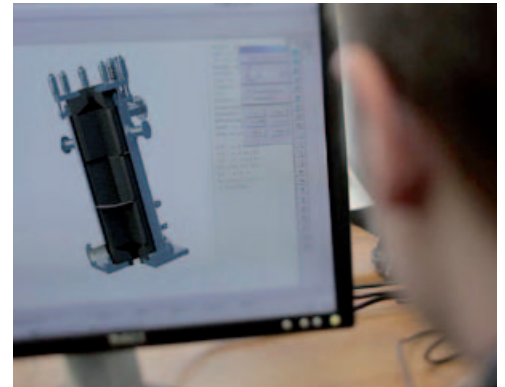
WORLDWIDE SERVICE NETWORK

With service centers around the globe, Mersen supports a full range of customer services. Mersen's Quick Service Centers are strategically located to provide local facilities, together with the services required to maximize equipment lifetime and keep your processes in operation.



“READY-TO- BE-SHIPPED” SPARE PARTS

To ensure a long service lifetime and the maximum availability of our process equipment, graphite and numerous other spare parts are held on stock. They are ready to be delivered anywhere in the world at short notice. Dedicated spare parts for particular customers can also be proposed.



TECHNICAL EXPERIENCE

With more than 50-years' experience in the design and manufacture of graphite process equipment and HCL-based systems, Mersen is recognized as a worldwide leading company in these applications and you can benefit from our core technical expertise and highly experienced team of engineers and field technicians. Mersen is committed to provide the service that meets your demands and suitable solutions, within the time-frames required.

THE SERVICE YOU EXPECT :

To maintain your equipment in the best possible operating condition, Mersen offers a comprehensive portfolio of spare parts and services including but not limited to:

ACTIVITIES		PRODUCTS			
		POLYBLOC	POLYTUBE	SYNTHESIS UNIT	COLUMN
PREVENTIVE MAINTENANCE					
Referencing: Equipment key data in stabilized operation		✓	✓	✓	✓
SERVICE CONTRACT	Inspection program	✓	✓	✓	✓
	On-site periodic inspection	✓	✓	✓	✓
	Programmed refurbishment	✓	✓	✓	
	Spare part package	✓	✓	✓	✓
Supervision of local maintenance team		✓	✓	✓	✓
CORRECTIVE MAINTENANCE					
Complete disassembly and technical diagnostic		✓	✓	✓	✓
REPAIR SERVICE	Steel parts	✓	✓	✓	✓
	Graphite blocks	✓		✓	
	Headers	✓	✓		✓
	Plugging / retubing		✓		✓
	Repair of cracked tube-sheets		✓		✓
	Supervision of local maintenance team	✓	✓	✓	✓
SPARE PARTS	Consignment stock	✓	✓	✓	
	Consumables	✓	✓	✓	
	Express solutions for emergency break-downs	✓	✓	✓	
Express service contract		✓	✓	✓	✓
COMMISSIONING & STARTUP					
Pre-installation inspection		✓	✓	✓	✓
Installation		✓	✓	✓	✓
Pre-commissioning inspection		✓	✓	✓	✓
Commissioning		✓	✓	✓	✓
Validation of start-up and shutdown procedures		✓	✓	✓	✓
EXPERTISE					
Customer's application troubleshooting / root cause analysis		✓	✓	✓	✓
Material laboratory expertise		✓	✓	✓	
Failure mode analysis (equipment corrosion / breakage)		✓	✓	✓	✓
COMPLEMENTARY					
Technical training		✓	✓	✓	✓
Decontamination and Cleaning		✓	✓	✓	✓
Graphite recycling		✓	✓	✓	
Re-impregnation of graphite parts		✓	✓	✓	

MERSEN TROUBLESHOOTING SERVICES FOR GRAPHITE EQUIPMENT

UPGRADE

Upgrade include the shipment of new parts (blocs, tubes, covers) or the upgrade at Mersen



04

DIAGNOSTICS ON SITE OR AT MERSEN

Diagnostics include technical analysis and technical / sales proposal (repairs, spare-parts or upgrade)



01



SPARE-PARTS

Spare-parts include the shipment of graphite blocs, tubes, covers, plates, joints, piping



03



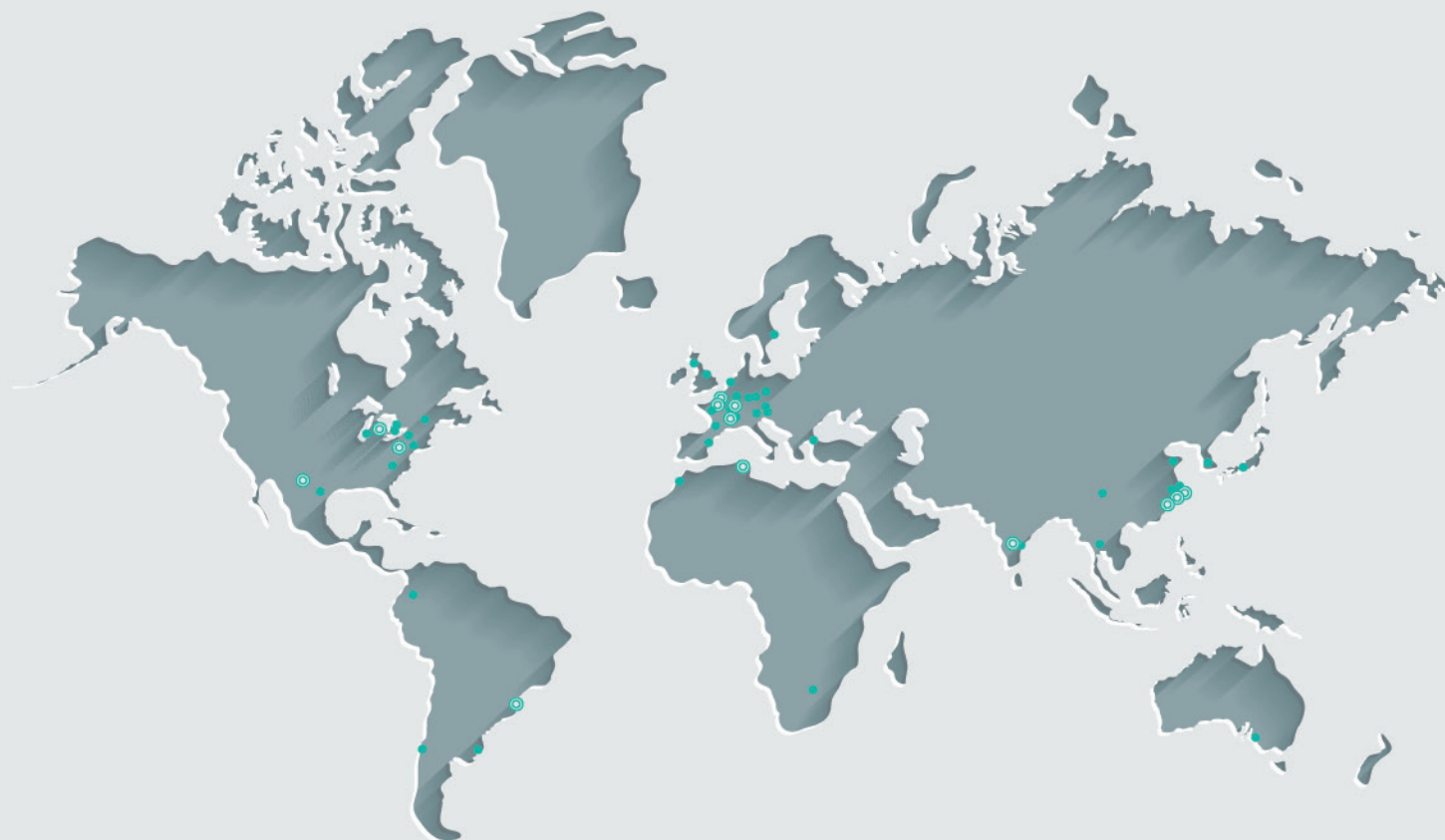
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REPAIRS ON SITE OR AT MERSEN

technical solutions, repairs on -site or at Mersen quick centers / factories

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