

# CUSTOMER SERVICE





## KEY FIGURES



World  
wide



7/7  
call out



1  
dedicated  
call number



1  
Dedicated  
team



600  
interventions  
annually



+ 100 000  
references

## ABOUT US ?

NEU-JKF Fevi Customer Service is here to provide assistance throughout the lifetime of your equipment and installation. Whether for an improvement, repair or replacement, NEU-JKF Fevi Customer Service has the required expertise and is committed to providing companies with the optimum solution in terms of time, efficiency and price.

With our know-how and specialist knowledge of air technology and processes, NEU-JKF Fevi Customer Service can offer you the best solutions, whether it be for spare parts, call-out, troubleshooting, key equipment or training.

NEU-JKF Fevi designs, manufactures and sales fans for all industrial processes. From standard to highly specific designs, the fan selected and offered is exactly what the customer needs. NEU-JKF Fevi is part of the NEU-JKF Group, an international group specialising in industrial air treatment.

# WORKING WITH YOU TO MAKE YOUR INSTALLATIONS LAST

NEU-JKF Fevi Customer Service, an expert in air systems maintenance, will take care of your installations to aid your success. In fast-changing industrial sectors where strict standards and regulations apply, your installations require special attention.

NEU-JKF Fevi Customer Service is committed to:

- + **Ensuring the availability, monitoring the life cycle and improving the longevity** of your equipment within a controlled financial framework, to deploy tailored industrial maintenance solutions.
- + **Maintaining the continuity of your operations**
- + **Bring comfort to operators**, so they can focus on the important aspects of their work.
- + **Acting directly on the efficiency of your installations** from the point of view of energy consumption and environmental impact.

## OUR VALUE PROPOSITION



Detailed quotations

### Scheduled interventions

according to pre-determined programmes.



### Safe working

ATEX, Level 1 and 2 qualified agents. Strict application of safety rules. Risk assessments for the sectors concerned.

Before

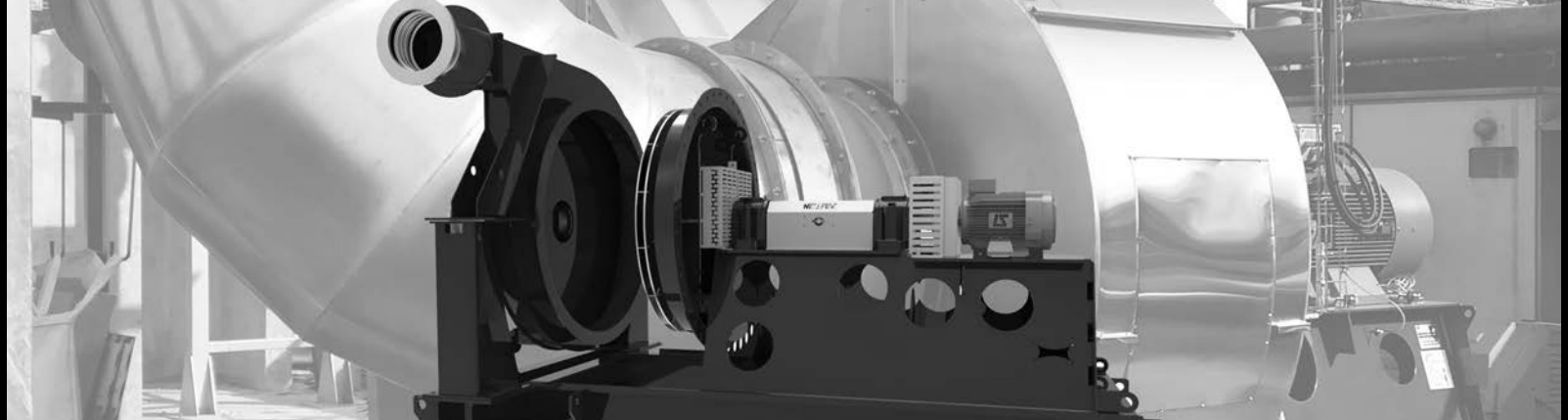
After



### Electronic traceability

of client requests, installations.





## MAINTAINING THE PERFORMANCE OF YOUR INSTALLATIONS

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- Vibration analysis,
- On-site balancing,
- Motor alignment,
- Replacement of bearings, transmission, wheel,
- Dedicated maintenance contract.



## DEVELOPMENT OF YOUR INSTALLATIONS

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Depending of your process development, NEU-JKF Fevi Customer Service performs:

- Fan upgrading,
- Optimisation, performance improvement,
- Power optimisation,
- Replacement of fans in place.





## OUR SERVICES +

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To serve you better, NEU-JKF Fevi Customer Service also offers you :

- Site supervision,
- Commissioning,
- Air expertise,
- Equipment audit,
- Test platform.

## ORIGINAL SPARES AND WEAR PARTS

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NEU-JKF Fevi Customer Service also has:

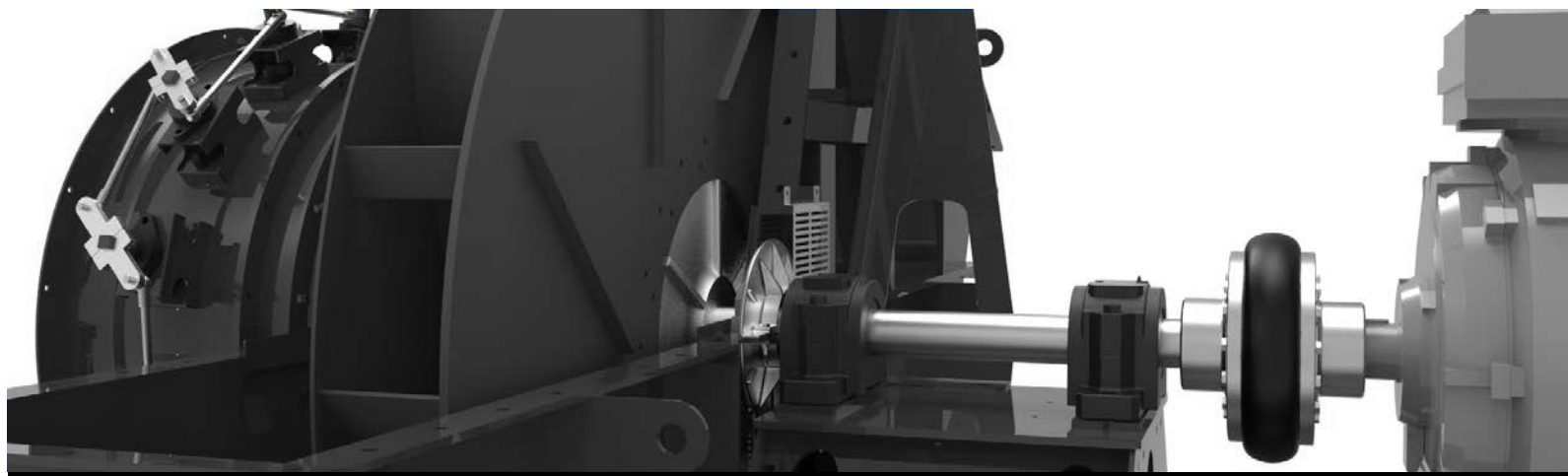
- Equipement history for over 50 years,
- Codified list, with recommendations (emergency, 2 years operation),
- Guaranteed interchangeability,

## CONSIDER TRAINING YOUR OPERATORS

NEU-JKF Fevi has its own test and air-technology training centre.

This training covers several objectives:

- Contributing to the design of installations,
- Taking responsibility for operation, inspection and maintenance,
- Supplementing theoretical knowledge with practical training,
- Adding a coherent theoretical base to experience gained in practice.





## NEU-JKF Fevi Customer Service

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**NEU-JKF Fevi is not just a fan manufacturer, It provides advice, support and follow-up.**

We accompany the life of your equipment from the commissioning. The maintenance procedures integrate the specificities of the process and allow the life of the rotating machines to be extended.

## A state-of-the-art testing and training centre

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CEFAN's aim is to test, measure and inspect systems and equipment using industrial air techniques. It has more than 10 test and simulation points on a surface area of 1,000 m<sup>2</sup>, for simulating all kinds of solutions: pneumatic conveying tests, analysis of product behaviour during transfer, characterisation of the product.... but also tests of filtration, dust removal, waste transfer, etc. Equipped with training rooms and practical benches, CEFAN offers a complete range of training courses dedicated to air.



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**Our test & training center :**

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