

CUSTOMER SERVICE & SUPPORT CENTRE



KEY FIGURES



World wide



7 / 7
call out



1
dedicated
call number



15
Technicians



600
interventions
annually



+ 100 000
references

ABOUT US

NEU-JKF Wood Industry's Customer Service is here to provide assistance throughout the lifetime of your equipment and installations;

Whether for an improvement, repair or replacement, NEU-JKF 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 Customer Service can offer you the best solutions, whether it be for spare parts, call-out, troubleshooting, key equipment or training.

NEU-JKF Wood Industry designs, manufactures and sells solutions and equipment dedicated to air quality in the wood working industry. NEU-JKF Wood Industry is part of the NEU-JKF Group, a worldwide company, dedicated to clean air in industrial sectors.


WORKING WITH YOU TO MAKE YOUR INSTALLATIONS LAST

NEU-JKF Wood Industry 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.

Using NEU-JKF Wood Industry Customer Service, means:

- + **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** and the comfort of 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.
- + **Safety:** we make accident prevention and control our priority. Our technicians are trained and certified to identify and understand the demands of your work.

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.

Electronic traceability

of client requests, installations clients.



Digitalisation of maintenance operations

Planning, real-time monitoring, mobile app, remote collaboration, detailed online forms, reactivity.





MAINTAINING THE PERFORMANCE OF YOUR INSTALLATIONS

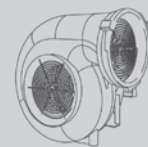
- Maintenance contract,
- Mandatory checks and inspections,
- Preventive inspections, audit of your installation with report and recommendations for optimising your installation,
- Optimising your operating settings,

- Workshop repairs,
- Troubleshooting to ensure availability of your installation and minimise down-time,
- Commissioning.



FULL RANGE OF KEY EQUIPMENT

- Available as standard or to order,
- Tested in our workshops (dimensional checks, performance tests, etc.),
- Options for special applications,
- Equipment designed and made in Europe.



COBRA
centrifugal fan



NYLAIR
helicoide fan



UPGRADING YOUR INSTALLATIONS

To cater for changes to your products, production processes and regulations, NEU-JKF Wood Industry Customer Service offers:

- Upgrading of your installations to current regulations,
- On-site air-technology and mechanical assessments,
- Testing at test centres, laboratory analysis,
- ATEX compliance,
- Adapting installations to your product developments.

ORIGINAL SPARES AND WEAR PARTS

NEU-JKF Wood Industry Customer Service, also has the largest available catalogue for air engineering:

- Codified list, with recommendations (emergency, 2 years operation),
- Guaranteed interchangeability,
- Over 100,000 items available in stock,
- 10-Year parts traceability,

CONSIDER TRAINING YOUR OPERATORS

NEU-JKF 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 Wood Industry SUPPORT CENTRE

A dedicated team

From the start of the contract, our team produces 3D mapping of your systems for complete synchronisation of information. This technical inventory enables us to apply procedures and maintenance processes tailored to your site. On this basis, we draw up an optimised maintenance plan and suggest areas for improvement. A regular report provides you with a transparent investment plan.

STATE-OF-THE-ART TESTING AND TRAINING CENTRE

CEFAN's aim is to test, measure and inspect systems and equipment using industrial air techniques. It has more than more than 10 test and simulation points on a surface area of 1,000 m², for simulating all kinds of solutions: pneumatic conveying tests, analysis of product behaviour during transfer, characterisation of the product.... but also filtration tests, dust removal, waste transfer, etc. Equipped with training rooms and practical benches, CEFAN offers a complete range of training courses dedicated to air.



Contact : ☎ +33 (0)3 20 10 53 66

Our test and training center :

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