

## REPLACEMENT SERVICES

Replacing the equipment may be required during or at the end of its life cycle, or when economical evaluations or the availability of new and more efficient technologies lead to servicing being stopped.

The BITZER distribution network provides all the latest technologies to clients who intend to renovate their plants. Green Point, on the other hand, can offer different solutions to customers wishing to continue servicing the existing machinery:

- **Exchange compressors:** Option offered to customers who do not intend to repair or to continue servicing their old compressors. Refurbished models will be available in exchange for the old ones.
- **Drop-in compressors:** Solution applicable with specific kits to substitute non-BITZER compressors with BITZER-compatible models.
- **Backup compressors:** Rental solution offered when machine stop is not applicable during service stages.



## REVIEW

Service is and will continue to be the key factor for the BITZER Group strategy.

The Green Point network with its services provides the perfect solution and the right expertise to assist for assisting customers during the entire life cycle of the product.

Such a proactive approach enables, where possible, negative effects from external factors to be mitigated and prevented.

The development and the adaptation of each existing and new service will not stop here, but will continue in order to follow market trends, new technologies and, most importantly, customer requests.



**GREEN POINT IS EXPANDING CONTINUOUSLY WORLDWIDE. PLEASE CONTACT YOUR REGIONAL HEAD OFFICE FOR MORE INFORMATION.**

### 1 FRANCE

**SRS BITZER – Green Point Competence Centre**  
2 Boulevard Jean Monnet, ZAC Parisud IV,  
77380 Combs-la-Ville,  
France  
Tel +33 (0) 1 74 59 10 10  
Fax +33 (0) 1 74 59 10 19  
commercial@bybitzer.fr

### 2 USA

**BITZER Green Point – USA Head Office**  
4031 Chamblee Road  
Oakwood, GA 30566  
U.S.A.  
Tel +1 770 718 2900  
Fax +1 770 503 9440  
customerservice@bitzerus.com

### 3 CHINA

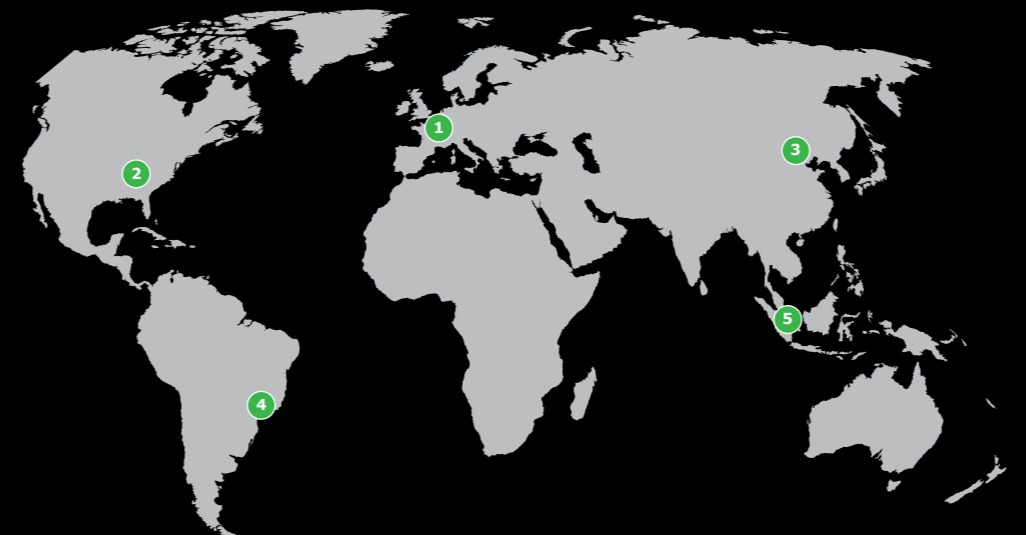
**Bitzer Refrigeration Technology (China) Co., Ltd.**  
No. 20, Fourth Jing Hai Road  
Beijing Economic-Technological  
Development Area  
Beijing 100176  
China  
Tel +86 10 6781 9000  
Fax +86 10 6781 9002  
info@bitzer.cn

### 4 BRAZIL

**BITZER Compressors Ltda.**  
Av. João Paulo Abilas, 777 – Jd. da Gloria  
Cotia – SP CEP 06711-250  
Brazil  
Tel +55 (11) 46 17 91 00  
Fax +55 (11) 46 17 91 28  
marketing@bitzer.com.br

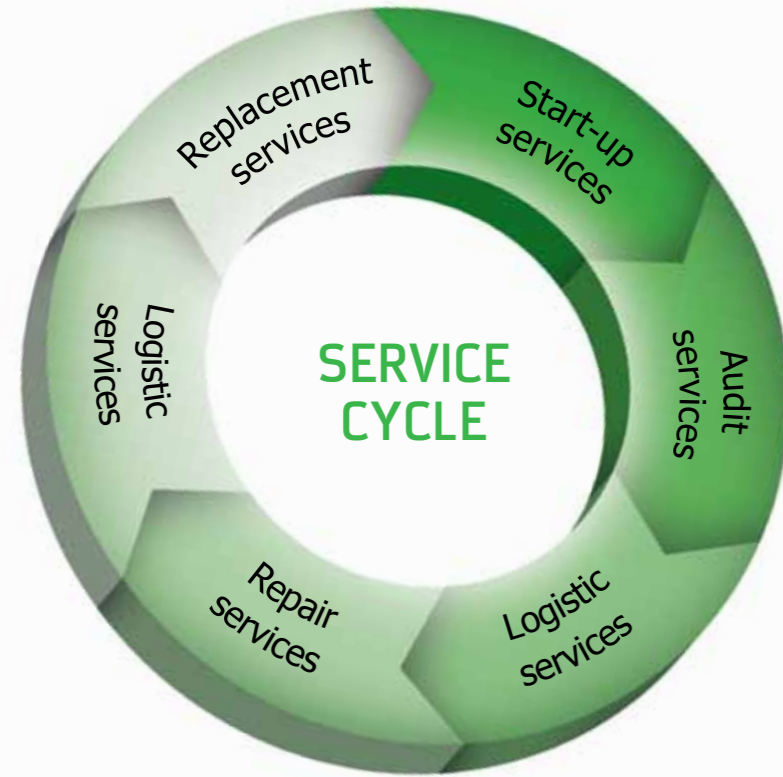
### 5 SINGAPORE

**Green Point Asia Pacific Pte. Ltd.**  
23 Neythal Road  
#01-01D Block B  
Singapore 628588  
Tel +65 6267 4834  
contact@bitzergreenpoint.com



# SERVICE EXCELLENCE MAINTAIN TOP PERFORMANCE





## START-UP SERVICES

The first start of a machine is always a critical moment. The support of a professional can add security during this critical process and provide a final certification of performance when required.

Depending on the manufacturer of the complete cooling equipment, this service can be classified as:

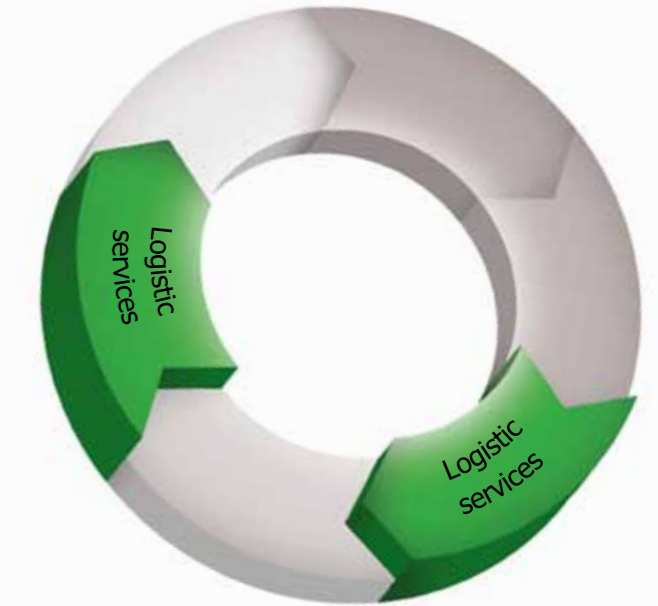
- **Commissioning assistance:** When referring to the support offered to customers installing third-party equipment using BITZER products or when referring to the recommissioning of a repaired or overhauled compressor in a Green Point workshop.
- **Full commissioning:** When the support is offered for the start-up of units manufactured by BITZER, such as the well-known LHE condensing units.



## LOGISTIC SERVICES

In many situations, performing any type of repairs or maintenance on site might appear to be the most reasonable solution. The underlying reason is that customers prefer not to handle logistics-related issues or they may not have the resources to handle them. However, the consequences resulting from insufficient cleaning or the use of improper tools are often underestimated.

Lift and Shift services offered by your local Green Point will ease the complications caused by removing the compressor from the site and returning it after the repair services have been completed. The benefits of repair in a professional environment will be clearly seen in the final result.



All machinery is designed to deliver excellent performance and to be integrated into a more complex system. Operational efficiency of each component will result in good product preservation, comfortable ambient temperatures, efficient industrial processes and many other benefits.

Achieving and maintaining such results depends on different factors, such as correct selection of each component, good installation practices and, last but not least, good service practices during the entire life cycle of the machinery.

An appropriate service programme guarantees extended equipment service life, maintains high performance, avoids unexpected and expensive equipment stoppages and ultimately contributes to reducing operational costs.

Refrigeration compressors are no less critical than other components. BITZER designs and manufactures its compressors in order to deliver excellent performance and high reliability even when running in tough conditions.

Through the existing Green Point network, it is now possible for each customer using BITZER products to access a package of services designed to cover the life cycle of the product from the first start-up until replacement, when servicing is no longer economically viable.

The characteristics of this innovative service proposal are:

- **Modularity:** This allows each customer to select and request individual or multiple services to build individual or multiple services own service package.
- **Flexibility:** This allows customers with equipment already installed to benefit from any of the services in the cycle depending on the state of the machinery.

## AUDIT SERVICES

Regularly checking compressor operations is a key factor in ensuring its extended service life and, most importantly, in preventing unexpected failures. The operating parameters are monitored by professional personnel and compared with reference values from the manufacturer.

The audit services available through Green Point are:

- **Operating data monitoring:** Technicians attend on site and install measuring devices to record sensitive operating data and compare it with software-calculated results to provide an assessment of the operation.
- **Oil analysis:** Oil samples are collected and analysed with the support of selected professional laboratories and the results are provided to the customer to take necessary action if required.



## REPAIR SERVICES

The disassembly of a compressor requires professionally trained personnel who follow proven procedures and exclusively use BITZER Original Spare Parts. The ultimate target is to restore the product to its original condition. Repair services are available for both functioning and damaged compressors:

- **Preventive maintenance:** Performed on functioning compressors at recommended intervals, with replacement of common wearing parts identified as Quality Kit.
- **Compressor repairs:** Carried out on damaged compressors with implementation of Quality Kits in addition to replacement of other damaged parts.

Repair services are well documented with photos and report checklists. This guarantees full transparency and, most importantly, provides troubleshooting aimed at permanently rectifying the root cause of the failure.

