

Honeywell



Global service

ECLIPSE **krom**
schroder **MAXON**

GB · Edition 04.22



Professional service Worldwide.

Installers and operators of gas-fired production systems rely on smooth operation. To guarantee this you need first class service.

Honeywell Kromschröder therefore offers you a 24 hour customer service worldwide. Service deployments are coordinated centrally from our head office in Osnabrück.

This gives you the following benefits

- Coordination of dates with your Production department
- Flexible reaction to unforeseen events
- Telephone service to help you help yourself
- Service technicians close to you

Qualified service technicians and service engineers

- Experts for gas pressure measuring systems pursuant to DVGW Codes of Practice G 490, G 491 and G 495
- Advanced training using continuous training courses and exchange of experience

Every expert you will ever need from a single source

Honeywell Kromschröder holds the following licences:

- Certified company pursuant to DIN ISO 9001
- Certified servicing company pursuant to DVGW Code of Practice G 676
- Qualified specialist contractor pursuant to DVGW Code of Practice G 493
- Registered as a fully-qualified contract installation company for gas installation and electrical works



Legend

- Sites in Germany
- Sites worldwide



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Commissioning

Honeywell Kromschroder systems

- Gas systems, control cabinets and electrical control units
- Commissioning assistance and customer training on gas systems
- Customer training to help you help yourself
- Optimal burner setting using a flue gas analysis to reduce environmental impact and save energy
- Rectification of problems, also by remote diagnostics, Internet or telephone

Service contracts

- Preventive maintenance is a prerequisite for the perfect operation, high availability, economy and long service life of your systems. We offer tailor-made service contracts to provide this.

Spare parts / Spare part service

- Our customer service technicians travel with a mobile stock of parts, from which we provide you with the spare parts you require. Our staff will provide you with a spare parts quotation specially for your system on request.

Reports

- After every deployment of our customer service staff, a detailed report (including measurement protocols, digitized photographs and system information) is produced on the laptop while they are still on site. This is given to you and further copies can be requested at any time by mail or fax, even years later, from our Customer Service Centre.

24 hour service

Central e-mail address for all enquiries and orders

hts.service.germany@honeywell.com

24h emergency service outside office hours (8 a.m. – 4.30 p.m.)

For Austria and Switzerland: on request

Service management

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Contact for

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of thermoprocessing equipment**

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Contact

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