

CUSTOMER SUPPORT SERVICES

Helping You Maximize
the Return on Your
Nitrex System



PREVENTIVE MAINTENANCE

Nitrex preventive maintenance plans are designed to optimize the operational reliability of your Nitrex nitriding / nitrocarburizing system throughout its life cycle - reducing the likelihood of unexpected downtime and keeping costs and lost time to a minimum.

In addition to our standard term plans, we can also tailor a preventive maintenance program that meets your individual business requirements.

Contact us to discuss your situation, and together we will determine the best solution for your needs.



www.nitrex.com

PREVENTIVE MAINTENANCE

The standard preventive maintenance plan includes :



REMOTE SUPPORT

Our Customer Support Services Team is available to remotely support, troubleshoot, and resolve system issues and more. With a basic 1-year contract, you can take advantage of 12 complimentary hours of remote technical assistance.



METALLURGICAL TESTING SERVICES

Our laboratory experts will periodically test and analyze your samples for assurance that the Nitreg® process recipe is in compliance with your application requirements. Carried out at regular intervals throughout the term of your contract, metallurgy evaluations allow for a more fine-tuned and efficient nitriding/nitrocarburizing process.



SERVICE VISIT

During the scheduled service visit, an experienced service engineer will perform a focused evaluation of your system's hardware, software, mechanical operations, as well as test all safety equipment and interlocks, and adjust hardware such as MFCs. A routine inspection ensures optimum performance and can save you money on unexpected downtime.



SYSTEM EVALUATION ASSESSMENT REPORT

Following the service visit, a detailed report is issued describing all points of inspection, the state of equipment and components, as well as recommendations for repairs or replacements, including new safety improvements to secure compliance with the latest safety standards.



CONSUMABLES

As part of the service visit, the service engineer will check and replace a number of consumables for your system, including the gas line filters and exhaust filter, at no additional charge.



SPARE PARTS

If at any time, during the term of your maintenance program, replacement parts are needed, a 5% discount will be applied automatically to your order. To ensure your system is always up and running, choose genuine OEM spare parts supplied by Nitrex.

Contact Us to Get Started

CANADA / USA

+1 514 335 7191

support@nitrex.com

POLAND

+48 32 296 66 30

support@nitrex.com

CHINA

+86 (0) 10 6257 3050

nitrex.china@nitrex.com

JAPAN

+81 (0) 3 6369 8167

nitrex.japan@nitrex.com

www.nitrex.com