

Service redefined.



PASS – Process Advanced Service System  
Service for your applications – Individual, reliable, competent

we make processes work

## Service you can rely on.

Fast, comprehensive, anywhere in the world



Quality and reliability are the cornerstones of our company's philosophy. That is why we consider a comprehensive service concept simply par for the course, from strict quality control, installation and commissioning through to seamless support across the entire product life cycle. With over 30 service stations and over 180 service specialists, you can count on us to be there whenever – and wherever – you need us.

Do you want to ensure that your installations run smoothly over time? You can rely on our know-how. It doesn't matter where you are, our specialists are there to advise and assist with the best in worldwide, personal, comprehensive service.

Process  
Advanced  
Service  
System

# PASS

## The right solution for your requirements.

Customised to meet your requirements, our comprehensive Process Advanced Service System provides you with the best service.

Are you looking for individual, perfect-fit service solutions? Then our modular service system PASS is the ticket:

- ❖ Choose from a range of service products
- ❖ Benefit from the continuous development of our service modules
- ❖ We will customise our standard modules to meet your exact requirements
- ❖ Enjoy maximum flexibility and security

Our modular concept covers the entire service spectrum, from simple inspections through to full service.

Interested? Then find out more about the individual components!

Our PASS service levels provide the following:

### **PASS** Full Service

- ❖ Optimisation of installation availability
- ❖ Calculable costs
- ❖ Increased process efficiency

### **PASS** Repair

- ❖ Downtime minimisation
- ❖ Short response times
- ❖ Avoidance of high downtime costs

### **PASS** Check

- ❖ Increased operational reliability
- ❖ Extended service life
- ❖ Maintenance of value

### **PASS** Basic

- ❖ Reliable assembly
- ❖ Needs-oriented training
- ❖ Supply of high-quality spare parts

# Focus on your core business.

We'll take care of the service.

PASS Full Service – “Comprehensive carefree packages” optimise the availability of your installation and enhanced calculability of costs.

**PASS** Full Service



We are the right partner to help you face your individual challenges. For example, you can use our PASS Full Service for project monitoring, rebuilding & modernisation work, integrating training into your training program or determining the best spare part strategy for you. We will also advise and support you as you optimise the use of your operations and increase the efficiency of your production processes.

#### Maintenance agreements

- ❖ Fixed-priced services guarantee calculable costs over the entire life cycle of your installation
- ❖ Agreed response times keep production running smoothly
- ❖ The personal hotline provides you with a direct line to the experts

#### Consulting

- ❖ Our knowledgeable consulting service helps you face your specific process challenges
- ❖ Detailed problem analysis, defined improvement measures and fast implementation are our priorities
- ❖ Of course, you will receive a comprehensive report with recommended actions

#### Spare parts matrix

- ❖ Save time and money by harmonising your spare part procurement
- ❖ The perfect basis for your individual spare part strategy providing you with a detailed list of all installed spare parts according to installation, plant, region or country
- ❖ Keep track of which part is in which machine and thus avoiding double inventory



## Because processes can't wait.

PASS Repair helps you to secure fast reaction times by allowing you to plan for costs and downtimes of your installation.

Repair services are an important aspect of keeping downtimes to a minimum. In addition to fast response times, costs are another key factor. Use our services to make your costs calculable.

Individual service products include:

### Online service

- ❖ Online error diagnosis is carried out on your system, ensuring fast response times
- ❖ Only on-site deployments that are really necessary are carried out, therefore, saving costs
- ❖ User helpdesk for questions relating to operation, configuration etc. provides you with fast, hassle-free assistance

### Customer-oriented training

- ❖ Training on special areas that are important to your business
- ❖ Well prepared thanks to effective training
- ❖ Refresh your technical know-how through interaction with Schenck Process' experts

### Individual hotline

- ❖ 24-hour specialist hotline
- ❖ Guaranteed response times to have your installation up and running again in the shortest possible time
- ❖ Time saving because you can get the right expert on the phone quickly

We would be delighted to provide you with an individual consultation, whether as part of a maintenance agreement or on request.

# Be sure that everything is running as it should.

PASS Check provides you with services for preventative maintenance and identification of optimisation potential.

**PASS** Check



Increase operational reliability. We identify optimisation and modernisation potential, as well as any weak points in the process itself, thereby helping you to protect yourself against future, unexpected breakdowns and downtimes. Whether by optimising performance or minimising resource consumption, we extend the service life of your machines and therefore, increase the value of your installation.

#### Fitness Check

- ❖ Certainty regarding the current state of your installation
- ❖ On-site inspection with detailed report plus certificate
- ❖ Depending on the result of the Fitness Check, we will support you with more services tailored to suit the current state of your installation

#### Calibration Service

- ❖ It goes without saying that calibration is performed by an experienced Schenck Process service technician
- ❖ We schedule the necessary appointments with all partners involved and the relevant Office of Weights and Measures, so you never miss a calibration date
- ❖ If required, we will pre-test the scales in question

#### Natural frequency analysis for vibratory equipment

- ❖ Avoidance of unplanned downtimes
- ❖ Optimal monitoring of vibratory equipment
- ❖ Smooth production process guaranteed thanks to early failure detection

This is just a small selection of our maintenance and inspection related modules. We would be delighted to provide you with information on our other services such as training and preventative maintenance, to name but a few.





## PASS Basic

# The foundation of your success.

PASS Basic is the basic optional care package for your plant installations. It is a solid foundation that Schenck Process offers every customer – around the globe, around the clock.

Our services don't stop on delivery. We supervise installation and commissioning and train you in the use of your machines. Basic care includes fault clearance and warranty processing, as well as spare part procurement and a hotline.

### Reliable commissioning

- ❖ Integration of product into your processes
- ❖ Fast availability of the new installation
- ❖ Performed by experienced specialists

### Needs-oriented training

- ❖ Individually tailored to your maintenance personnel
- ❖ Practical knowledge transfer
- ❖ Expert tips

### Spare and wearing-part procurement

- ❖ Short response and delivery times
- ❖ Delivery of high-quality, reliable parts
- ❖ Use of modern data-processing technology (e.g. eShop, electronic spare part catalogue)

Your future is important to us. That is why we value your input in assisting us to develop service products designed to make your life easier.

We are continually working on new customer-orientated projects e.g. an electronic spare part catalogue that helps you submit queries to us. Therefore, with a view to delivering against your unique needs, we have compiled Customer Requirement Questionnaires that our Sales team would be delighted to go through with you.



Proud recipients of the Frost & Sullivan "2006 Product Line Leadership Award" covering our innovative pre and after-sales products, join us on the road to optimal servicing of your installation throughout its product life cycle.

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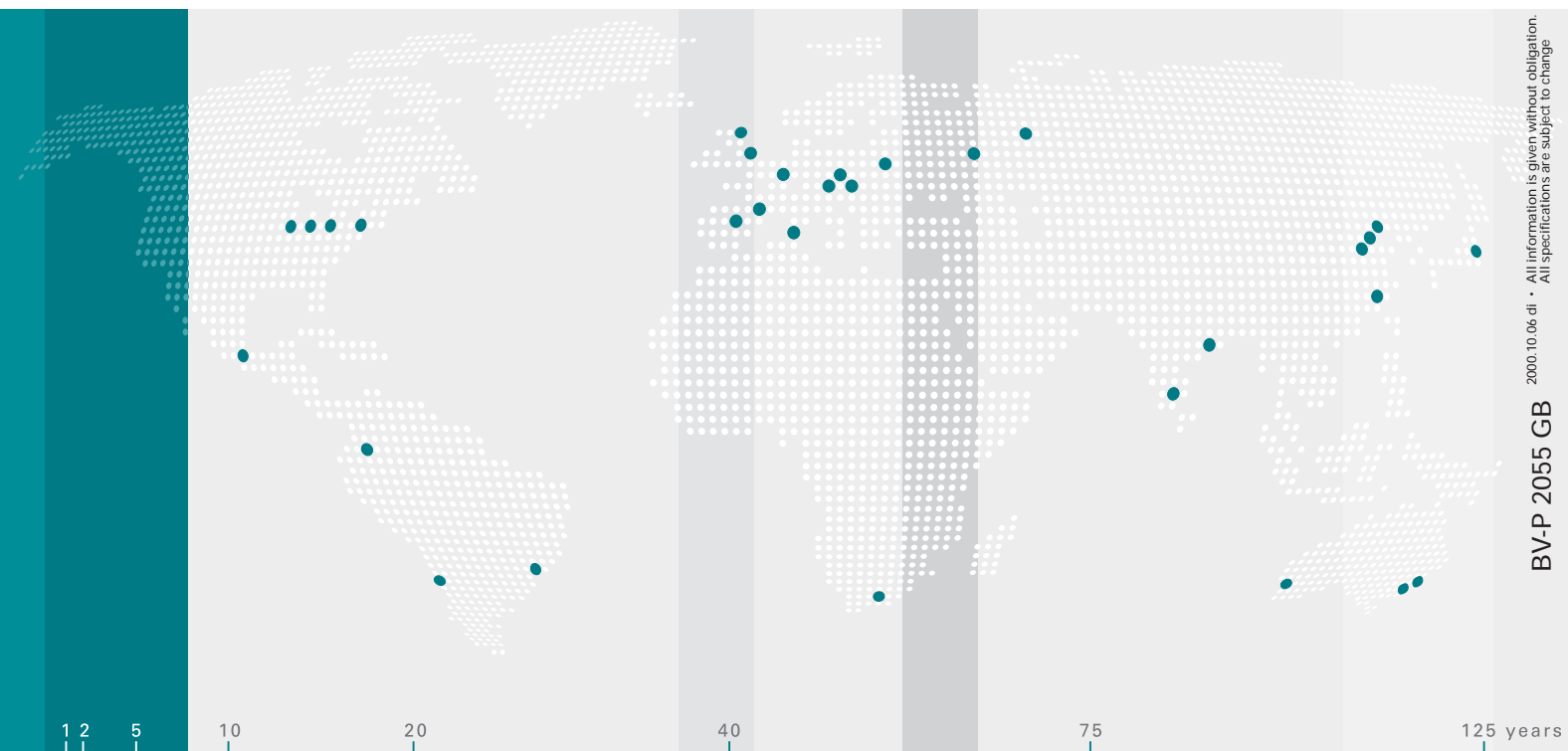


weighing

feeding

screening

automation



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Schenck Process is the global market leader of solutions in measuring and process technologies in industrial weighing, feeding, screening and automation.

Schenck Process develops, manufactures and markets a full range of solutions, products and turnkey systems on the basis of combining process engineering expertise, reliable components and field-proven technology.

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we make processes work