

Customer Support Agreements



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Some Companies Offer Service...

We Specialize in Service

A Customer Support Agreement offers service, maintenance and analysis for your GARO liquid ring vacuum pumps and compressors. It supplies maximum cost control and minimum downtime.

A Customer Support Agreement between you and GARO will help lower your Total Cost of Ownership and increase your Mean Time Between Failures. Our agreements are tailored to fit your unique business needs and can range from preferred technician scheduling for inspections to sophisticated analysis of your system in order to optimize performance and efficiency. No matter which option you choose, or how your program is structured, you can be assured that GARO will provide you with careful planning and ongoing attention that will help you succeed.

The GARO ISO 9001:2008 and ISO 14001 certified service centres are fully equipped to handle rebuilding and overhauling of pumps, compressors and engineered systems. All service centres use quality OEM parts to ensure that the equipment operates at original design standards. In the field, we have an experienced team of Field Service Technicians and Field Service Engineers, located across Europe, United States and the Middle East, ready to solve problems at your site.

All members of our service team work with current GARO drawings and specifications. We know how your equipment should behave and we do everything possible to optimize performance and eliminate downtime.

With over 68 years in the field, you can count on the GARO team to prevent or solve any problems that might arise.



Stay in Your Comfort Zone

Garo Field Service Technicians can supplement your in-house maintenance operations. We start with an inventory audit. Then, we recommend the best plan to fit your needs.

Why cut a purchase order every time there is an issue? We can make your life easier and your process more reliable.

What Our Flexible Plans Offer

Operational & System Audits

We go to your site while the pumps are operating and:

- record temperature readings of key areas
- evaluate results for early indications of problems
- examine conditions of ancillary equipment that are vital to maintaining pump/compressor reliability
- visual inspect the foundation
- provide a detailed report outlining the data for each pump/compressor, with recommendations for operators and maintenance staff

Internal Analysis - Fiberscope Inspection

Performed at the customer's facility, this process lets the technician view the internals of a pump and determine if there is any damage or loss of efficiency due to wear. Following the inspection, you will receive a written report with pictures of the internals, descriptions of what was found, estimates of efficiency and recommendations for prioritizing the repair of your equipment so that your maintenance staff can plan and schedule efficiently.*

Asset Management

At your site, we will:

- check the operation against design conditions
- evaluate your inventory
- recommend safety stock levels
- identify upgrade opportunities
- establish a planned repair schedule

**Only valid for pumps/compressors which are equipped with inspection ports*



Stay in Your Comfort Zone



Performance Test

These tests are done at a GARO Service Centre. The performance test provides valuable information on the equipment's condition. We will measure performance versus capacity, and ensure the machine is operating optimally.

In Depth System Evaluation by a Service Engineer

GARO understands that your systems are critical to your operation and, if operated incorrectly, can cause expensive system damage. Our engineer will visit during the year to do a thorough analysis of your system. In addition to the audits described above, the engineer will evaluate the system as a whole - including the controls and their logic - to ensure that they are working correctly. In addition we can train your staff.

Dedicated Customer Inventory

GARO is prepared to keep agreed-upon pump models fully built and ready to ship to you if you choose this maintenance agreement option.

Preferred Field Service Technician Scheduling

Customers with maintenance agreements who need a field service technician for an unscheduled visit get preferential treatment when it comes to scheduling.

Liquid Ring University

GARO will lead an in-house maintenance seminar on the specific equipment installed at your site for both operations and maintenance personnel. This helps your team operate and maintain equipment correctly and ensures that your process runs at optimal levels.

Priority Shipments

If a part needs to be produced shorter than our usual production times, there is usually a special handling fee. **This fee will be waived for customers with Maintenance Agreements.** In addition, if we have multiple orders for an item but limited stock, first priority goes to maintenance agreement customers.



Garo Service Centers

Monza, Italy - Main Office

Via Pompei, 15
Monza, 20900
Italy
+39 039 8396 01

Assendelft, Netherlands

Industrieweg 15
Assendelft, JN, 1566
Netherlands
+31 75 6470 170

Boshan, China

No. 18 Weiwu Road
Boshan, 255213
China
+86 533 4654 801

Houston, USA

2414 Black Gold Court
Houston, TX 77073
USA
+1 281 821 9514

Singapore

No. 30 Pioneer Crescent
Singapore, 628560
+65 6861 6801

Sydney, Australia

13 Arnott Place
Wetherill Park, NSW, 2164
Australia
+61 02 9725 5199



GARO

Div. of Gardner Denver

phone: +39 039 8396 01

fax: +39 039 835 720

aftermarket@garo.it

www.garo.it