

# KEMPER<sup>®</sup>

Service



**"Customer service  
is not a business  
model, but an  
attitude."**

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## **KEMPER service contract**

The conclusion of a service contract means we take over the planning and execution of the annual safety inspections of your extraction and filter systems.

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Whatever we can do for you: Increasing your competitiveness is the focus of our other services.

# KEMPER service contract

Regular safety checks are essential to ensure the long-term operational readiness and legal security of extraction and filter systems.

The KEMPER service contracts that can be **terminated on an annual basis** ensure you are always protected in the future. The exact form of the contract is tailored to your needs. We monitor the dates for safety checks and schedule them in good time as part of our nationwide service tours.

## The most important safety checks:

**The LEV Test:** According to the HSG258 the **LEV** (Local Exhaust Ventilation) systems performance should have a thorough examination and test at least every 14 months.

**The PAT Test:** The **electrical safety check** to ensure that you are compliant with certain regulations including: Health and Safety at Work Act of 1974, the Electricity at Work Regulations of 1989, the Provision and Use of Work Equipment Regulations of 1998 and the Management of Health and Safety at Work Regulations of 1999.

## Benefits

- Full operational capability with full cost control
- Minimisation of downtimes through early detection of possible disruptive factors as part of the regular inspection
- Scheduling punctuality and priority scheduling
- No long-term commitment, as it can be terminated annually





**KEMPER**

Safe Change Filter

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# Services



## Filter change service

The heart of a suction and filter unit: The filter. When it is saturated and your suction and filter unit provides only a low extraction capacity, a filter change is often necessary. This is where we come in and offer you a **professional and quick** filter change service that includes the following services:

- Supply of high-quality original KEMPER filter elements
- Thorough cleaning of the filter chamber
- Professional and rapid replacement of the filters
- Appraisal of the system components and acceptance of the newly equipped filter system

**Note:** The filter is saturated as soon as the differential pressure reaches a value of 1,000 Pa.



## Repair/Maintenance service

In the event of damage, we will support you with a comprehensive repair service so the operational capability of your **extraction and filter solution remains guaranteed**. Repairs can be carried out either at your site or at the KEMPER factory.



## Air quality measuring

Clean air means not only **higher productivity** of employees, but also **lower running costs**. Have the air quality in your production hall measured as part of a assessment of potential.

- How many fine dust particles are in each cubic metre of your hall?
- Where are particularly high loads present?
- Which costs can be permanently reduced?



## Spare parts service

Sustainability through quality and continuity. KEMPER keeps wear and spare parts permanently in stock so there are no delivery bottlenecks or breakdowns in your production.

### Filter units

- 7 years for spare and wear parts
- 10 years for filter inserts

### Filter systems

- 10 years for spare and wear parts
- 15 years for filter inserts



## Retrofitting and modernisation

Due to the technical progress, we recommend the modernisation of your suction and filter unit after a certain period of time. Replace your old system with a new system that represents the **current state of the art in extraction and filter technology** in terms of technology, economy and health and contributes to **increased efficiency**.

### Your other benefits

- Reduction of running costs
- Guaranteed procurement of spare parts
- Compliance with current legal requirements

## Other services



### Technical support

We are here for you and are available for questions, assistance and other matters **Monday to Friday from 8am – 5pm**. We will be pleased to give you advice.

**Phone:** +44 1327 872 909

**E-mail:** mail@kemper.co.uk



### Free extension of the warranty period

Just how pleasant it is to have warranty protection, often is not noticed until it is lacking. That's why we offer an **extension of the statutory warranty** for our **extraction units and filter systems**.

**Filter units:** Simply register your extraction unit\* online to benefit from an additional 12 months of warranty protection – completely free of charge. Conclude a service contract and also receive a further **12 months** of warranty protection.

**Filter systems:** Conclude a service contract and receive a further **24 months** of warranty protection for your suction and filter unit.



### Installation and assembly

During the installation and commissioning of your new extraction and filter solutions, our installation staff will explain the application to you and provide advice on **care and maintenance**. From the design up to on-site installation: All from a single source.

\*applies to extraction units that are supplied with a warranty extension card.

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