If the production monitoring system fails, this often means a loss of production. This is why it is so important to have your POLAB® system checked. Continuous system maintenance and servicing are the recipe for success when it comes to making sure that the availability of quality assurance is of the highest level. What we offer is specially tailored to your automation system and is carried out by our specialists within the framework of the agreed intervals.

Our services ensure high reliability and cost effectiveness of your laboratory automation system. Central components of what we offer are continuous system maintenance and servicing, rapid supply of spare parts, up-to-date information, as well as comprehensive training measures.

During our assignment, we check your POLAB® configuration for functional reliability; in the course of this, all parts that are sensitive to wear are checked and, if necessary, replaced. If you wish, we can also integrate new and further developments into your system. As a result, current experience and state-of-the-art technology can automatically be included in your installation.

For every system, we offer a customized package of spare parts that can be stored on-site. This allows you to carry out repairs quickly and without problems. If, nevertheless, a particular spare part is missing, we arrange for delivery as quickly as possible.

Our newsletter informs you of further developments and optimization potential. This keeps you up to date and allows you to draw up long-term, forward-looking investment plans.

We would be pleased to train your staff in all aspects of application, maintenance and servicing. One of our specialties is on-site seminars that are tailored to your specific applications.

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POLAB® APMplus (Automatic Preparation Module)
360° Service
Service solutions throughout the entire life cycle of your plant

Parts & supply management
We are the experts when it comes to the supply with spare and wear parts for your plant – over the entire lifetime, at the right time and with the right quality.

Spare parts supply
• All spare parts and components for your asset in OEM quality
• Always state of the art technology with guaranteed functionality
• Attractive frame contracts and supply agreements

Wear parts solutions
• Development of wear parts according to your requirements
• Individual solutions in regards of quality and performance
• Innovative wear parts concepts

Advanced parts solutions
• Engineering and manufacturing of individual spare parts
• Continuous further development of spare parts and components in order to increase the performance of your plant
• Spare and wear parts for plants genuinely not developed by thyssenkrupp

Field & workshop services
We offer you local assistance when it comes to overhauling spare and wear parts, or when maintenance and servicing is needed.

Technical inspections
• Forward-looking inspections of machines and components

Repairs and field support
• Fulltime site support and advice after handover of equipment
• Fault identification and emergency repair of components
• Installation and dismantling
• Equipment adjustments and alignments

Workshop services
• Local fabrication of spare parts
• Refurbishment and supply of thyssenkrupp and third party components

Operator & maintenance training courses
• Customer training for all areas of thyssenkrupp portfolio
• Utilization of product experts within thyssenkrupp’s global network

Revamps & outages
Over the course of time, demands change. In order to meet these changed demands, we offer you custom-tailored revamp solutions.

Analysis, engineering and manufacturing
• Plant status and environmental analysis and assessment
• Feasibility studies
• Basic, front-end and detail engineering
• Manufacturing of individual equipment

Plant improvements
• Custom-tailored revamps and retrofitting solutions
• Debottlenecking through capacity extensions
• Efficiency enhancement through modernization and upgrades
• Emission reduction
• Safety and integrity upgrades
• Reliability improvement

Revamps execution up to EPC
• Execution of complex revamp and outage projects
• Execution of EPC revamps projects
• Custom-tailored risk and profit sharing models

Turnaround management
• Management of plant turnarounds

Asset management
We offer you a holistic asset management approach in order to reduce the overall operating expenses of your plant.

Consulting & audits
• Evaluation and assessment of effectiveness and efficiency
• Process mapping and gap analysis
• Derivation and supervision of improvement measures

Technical guidance
• Implementation of improvement measures
• Technical improvement of existing machines and components
• Strategic analysis and future planning
• Improvement of processes and procedures

Operation & maintenance contracts
• Complete or partial take-over of maintenance and/or operations activities
• One-stop operation and maintenance solutions including parts and consumables
• Custom-tailored business models focusing on a win-win situation

engineering. tomorrow. together.