



**Fagus-GreCon
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GreCon

**Personal Customer
Service, Combined with
Competence and
Experience,
Is Our Strength**

GreCon Academy

Sharing of knowledge is a decisive factor for operation, application and technical care of our products. The GreCon academy has been set up in order to train our own employees as well as customers' personnel. Decades of experience and know-how are at your disposal.

The GreCon academy offers a variety of courses. There are courses just for the elimination of small troubles as well as for operation, maintenance and servicing or even courses for a challenging application training regarding the measurement systems.

Ask for our course programme and examine the possibilities. We would be pleased to create an individual training programme for you.

Additional Services

In addition to the individual service levels, GreCon offers you these services:

- Assistance regarding VdS approval for sparks systems
- Comprehensive systems training for technologists and engineers
- Repair and replacement service for system components (x-ray tubes for example)

The GreCon customer service is pleased to discuss your needs and to submit an individualised offer. The GreCon team with its engineers and technicians is always available to provide you with solutions.

GreCon

Fire
Protection

GreCon

Measuring
Technology



Service



WE EXTINGUISH BEFORE YOU GET BURNED

Sparks are detected and extinguished before they create a fire. This is the performance you expect from a GreCon spark extinguishing system. A maintenance plan developed for this product provides reliability and you will not need to worry about fires.

Our sparks specialists conduct maintenance work quickly and efficiently. Your operators regularly receive useful training and information regarding your system's operation and potential optimisation. Safety due to tailor-made product care: GreCon's technical customer service.



GreCon Service Folder

The GreCon service folder containing individual information is handed over at system start-up. It includes all information about the system and the GreCon customer service. Documents regarding the system's operation times are filed in this folder so that the maintenance history of the system can be referenced.



Your Personal GreCon Technician

The GreCon service team takes care of your system. After system start-up, your personal GreCon technician will conduct all on job-site visits within the manpower planning. This technician is responsible for your satisfaction and carries out all necessary system inspections.



Annual System Inspection

Part of the intensive customer care is an annual inspection of the system, free of charge. The inspection is done in conjunction with a service visit or individually agreed upon. The GreCon technician documents the result of this inspection and a copy is given to the customer.



GreCon Technician at Job-Site

GreCon customer service consists of a strong team of technicians working at the job-site with manpower planning at our headquarters at Alfeld ensuring effective planning of every visit. All relevant data is provided to our technicians so that they are well prepared for their tasks and a speedy and efficient job is guaranteed. Flexible working schedules make our highly-motivated service team even more outstanding.



Online Support SATELLITE

Customer service - safely, simple and fast. This can be realised by our remote support SATELLITE. It is available for all GreCon systems and allows immediate access by one of our experts when troubles arise. No service can be quicker and more efficient. With SATELLITE, it is also possible to better prepare for job-site visits or even avoid them altogether.



GreCon Maintenance Contracts

Consistently safe operation without surprises is guaranteed by a GreCon maintenance contract. All highly developed technology needs care and attention - this is true for the GreCon systems as well. GreCon technicians not only clean and adjust the system; they also check its complete function so it stays in reliable condition.



Operator Training

System operating personnel changes? Reinforcing the operator team? No problem. Operators' training by our experienced technicians provides the required know-how to operate the system properly. Experienced personnel can take this opportunity to ask questions that have arisen during normal operations.



Programme „Availability 100“

GreCon has developed a programme to achieve almost 100 % availability of the system. Your personal GreCon technician trains selected people at your plant in order to optimise each system's operation. GreCon is continuously supporting this process and a high availability of the GreCon system is guaranteed.

Spark Extinguishing Systems

The Core of
the New GreCon
Customer
Service Concept

Level
Partner

1

Customer service is a GreCon tradition: competent, quick and uncomplicated. With our team we guarantee the proper function of your system on a partnership basis.

Our service at one glance:

- The GreCon service folder
- Your personal GreCon technician
- Annual system inspection by GreCon
- Technician at the job-site – available as quickly as possible
- Remote service for your system (option)
- Stay informed by the GreCon service newsletter
- GreCon experts answer your questions on the phone, on weekdays until 18.00 hrs.

Level
Expert

2

A beneficial package for higher requirements, including a maintenance contract. Let GreCon take care of your system and enjoy additional service and cost advantages. Participate in the programme „availability 100“ to achieve a high degree of utilisation of your system.

Our service at one glance:

- The GreCon service folder
- Your personal GreCon technician
- Annual system inspection by GreCon
- Technician at the job-site – with manpower planning priority
- Special working times during weekdays, without surcharge
- Remote service for your system (option)
- GreCon maintenance contract: one maintenance per year
- One operators' training at job-site per year
- Stay informed by the GreCon service newsletter
- GreCon experts answer your questions on the phone, on weekdays until 22.00 hrs.

Level
Professional

3

For maximum availability round the clock – every day of the year. Professional assistance at job-site as quickly as possible and maintenance on an advanced level. In combination with your participation in the programme „availability 100“ you will reach a maximum reliability of your system and safety for your processes.

Our service at one glance:

- The GreCon service folder
- Your personal GreCon technician
- Annual system inspection by GreCon
- Technician at job-site within 48 hours during weekdays (after technical clarification)
- Remote service for your system included
- GreCon maintenance contract: two maintenance visits per year
- One operators' training at job-site per year
- Participation in the programme „availability 100“
- Prolongation of the warranty period by 12 months (in combination with the programme „availability 100“)
- Stay informed by the GreCon service newsletter
- GreCon experts answer your questions on the phone, 365 days/24 hours

Partner

Expert

Professional



GreCon Service Newsletter

Stay informed. The GreCon service newsletter will reach you - upon request - by e-mail and provides you with interesting news around the topics of technology and customer service for your GreCon spark extinguishing system or your inline measurement system. Registration is easy and completed in a few moments - just contact the GreCon customer service.

GreCon Experts on the Phone

Any questions regarding the product, technology or operation? Trouble with the system? Our technical experts are at your disposal. Sometimes it's just a little tip and the system's operator can help himself. If a solution cannot be provided by phone, the date for a service visit at the job-site can be arranged immediately.

Our Network



Thousands of plants in more than 100 industries worldwide are equipped with measuring systems and spark extinguishing systems by GreCon.

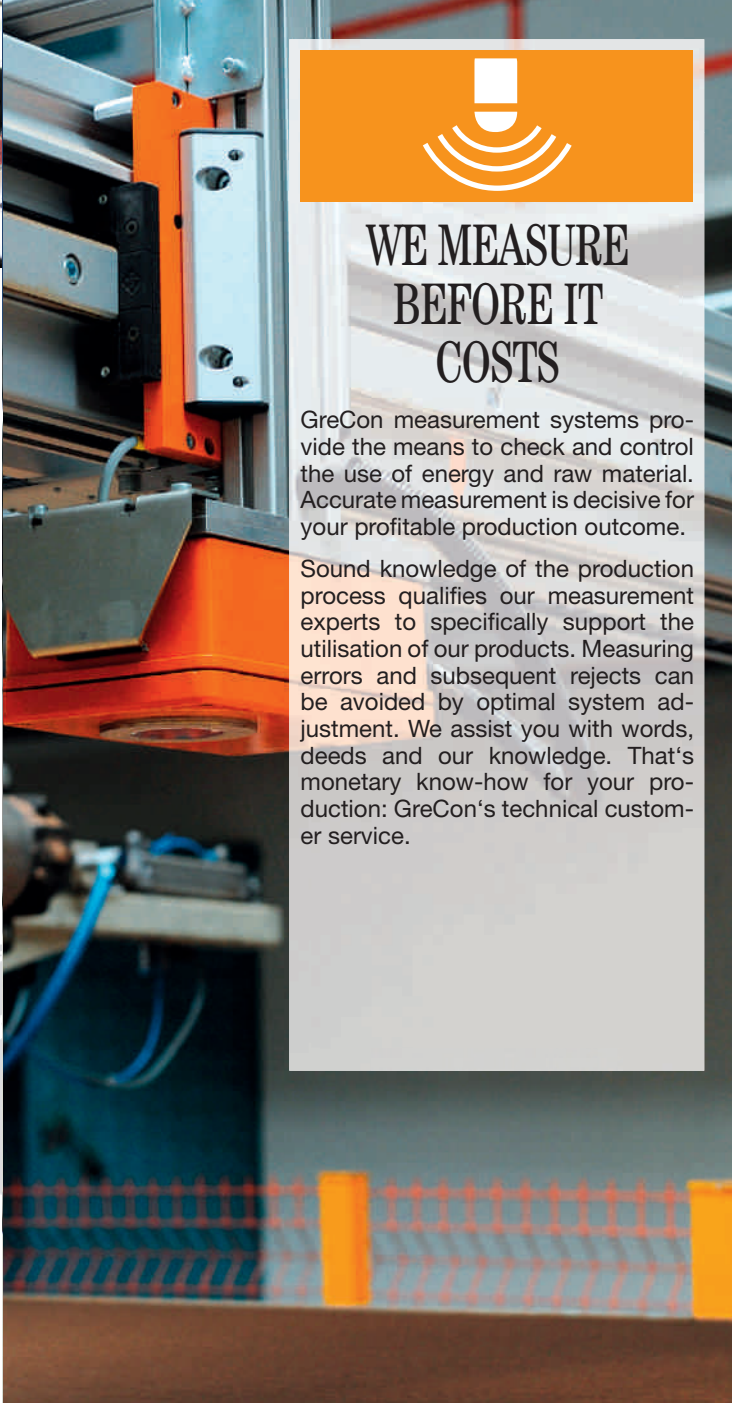
To meet this extensive use of our systems and assist the customers behind them, we are represented by our own companies and reliable partners worldwide.



WE MEASURE BEFORE IT COSTS

GreCon measurement systems provide the means to check and control the use of energy and raw material. Accurate measurement is decisive for your profitable production outcome.

Sound knowledge of the production process qualifies our measurement experts to specifically support the utilisation of our products. Measuring errors and subsequent rejects can be avoided by optimal system adjustment. We assist you with words, deeds and our knowledge. That's monetary know-how for your production: GreCon's technical customer service.



Measuring Systems



WE HELP BEFORE IT COSTS

Beginning with the installation and start-up of your GreCon system, daily use, maintenance work and troubleshooting, your personal GreCon technician accompanies your GreCon spark extinguishing system and/or your GreCon inline measurement system through its whole operational sequence. This is done in close cooperation with the customer's management and operations team. Depending on environmental factors, the application and use of our systems, there is a wide range of potential for GreCon technical assistance.

The new customer service concept, consisting of the levels „partner“, „expert“ and „professional“, considers the different requirements of each customer. With the purchase of a GreCon spark extinguishing system or GreCon inline measurement system, you automatically receive the „partner“ level.



Customer Service