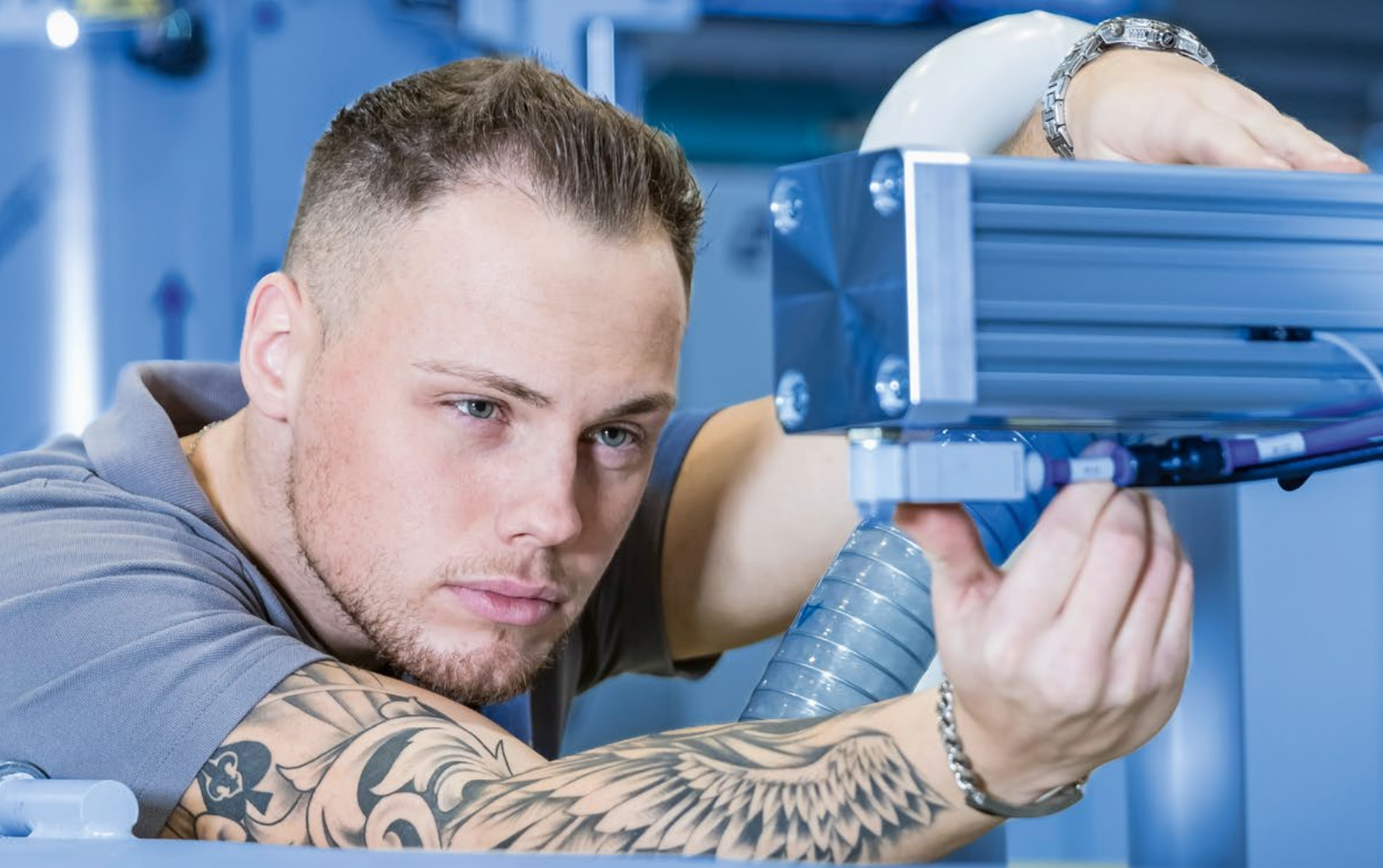


CUSTOMER SERVICE

UNIQUE SERVICE FOR UNIQUE PLANTS



zeppelin-systems.com

 **ZEPPELIN**[®]
WE CREATE SOLUTIONS

ENGINEERING YOUR SUCCESS

ABOUT ZEPPELIN SYSTEMS

Zeppelin Systems specializes in the design, construction and technological upgrading of industrial plants for storing, conveying, mixing, dosing, and weighing high-quality bulk materials and raw materials. From plant engineering and project implementation to aftersales service including process optimization. As an integrated solution provider, Zeppelin Systems delivers complete solutions from a single source.



WE ARE EXPERTS IN PLANT ENGINEERING

OUR EXPERIENCE GUARANTEES YOUR SUCCESS!

Zeppelin Systems individually develops and manufactures every plant. It goes without saying that, in doing so, we address the needs and challenges of our customers. We develop tailored solutions using innovative processes, smart technologies, high-performance components and efficient services, depending on the industry and sector.

Zeppelin Systems draws on many years of cross-industry experience and is a professional in the handling of high-quality bulk materials. The wide-ranging portfolio is rounded off by the unique worldwide network of technology centers, which performs trials and tests on an industrial scale. This ensures one thing: Your success! **WE CREATE SOLUTIONS!**

ZEPPELIN SYSTEMS' BUSINESS SEGMENTS

FOOD INDUSTRY

RUBBER AND TIRE INDUSTRY

PLASTICS INDUSTRY

CHEMICAL INDUSTRY

BATTERY INDUSTRY

STORAGE AND DISCHARGING

CONVEYING

WEIGHING AND DOSING

MIXING AND KNEADING

FILTERING AND SEPARATING

PREPARATION

SERVICE



INDIVIDUAL SOLUTIONS, FIRST-CLASS SERVICE

Plants from Zeppelin Systems are designed and realized to meet the customer's specific requirements and to comply with the latest state-of-the-art technology.

Our competent service team is committed to support you in ensuring your long-term competitive position thanks to your customized plant.





Thorough understanding of your processes and technical requirements is necessary to offer the highest added value in customer service and to provide you with efficient assistance in reaching your goals. In order to fully comply with your and our quality standards, we use only genuine parts for any of our services.

Global economy demands a globally available network. We provide worldwide services through our numerous subsidiaries and local service partners. Your success and competitive position is always in the focus of our activities. Whether in Saudi Arabia, India or Singapore, our Customer Service team is culturally aware and always sensitive to the needs of the customers.

**To customer
service worldwide**





FIVE ELEMENTS TO COVER ALL YOUR NEEDS

Our portfolio is characterized above all by its wide range of services such as comprehensive service concepts, revamping, training of customer's staff, spare parts and site management. We provide you with the requested service at any time and ensure that your plant will comply exactly with your requirements.

SITE MANAGEMENT

- Planning and coordination of site operations
- Assembly and commissioning of production and processing plants
- Site management and supervision of assembly
- Manufacturing of silos and vessels on site

ORIGINAL SPARE PARTS

- Standardized maintenance kits
- Individual offers for spare parts
- Individual supply with in-stock spare parts

COMPREHENSIVE SERVICE CONCEPT

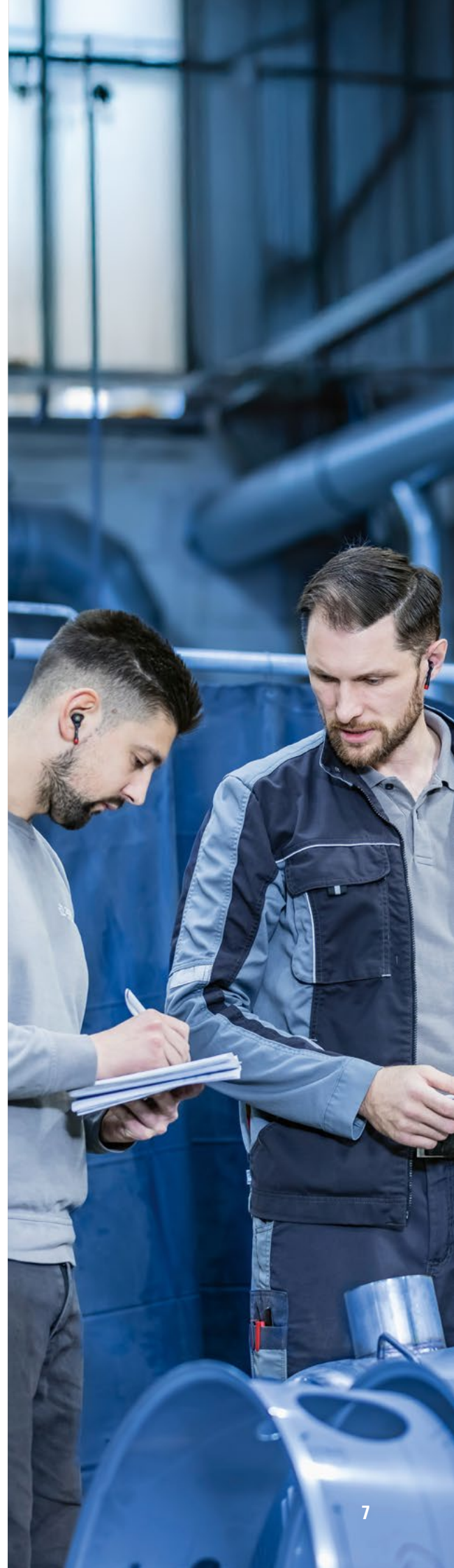
- Consulting for plant optimization and spare parts stocking
- Inspection contracts
- Maintenance contracts
- Repairs
- Worldwide customer service points

TRAINING OF CUSTOMER'S STAFF

- Basics
- Training for commissioning plants and components from Zeppelin Systems
- Training for maintenance and inspections
- Training in control technology and E/I&C
- Operator training at regular intervals
- Customized training
- In-house training

PLANT OPTIMIZATION

- Modification of existing plants
- Revamping
- Bottlenecking
- Modernization of existing plants



SITE MANAGEMENT

WELL PLANNED IS HALF DONE

Efficiency regarding costs and schedules is vital for the realization of major construction projects – today more than ever. With our optimal, operational construction site management, we guarantee efficient construction site management by competent key personnel as well as adherence to cost budgets and schedules.



SPARE PARTS

ONLY GENUINE PARTS AS REPLACEMENT PARTS

Whether you need components from Zeppelin Systems or purchased parts, there is no easier way to obtain suitable spare parts – and in the best original quality. Only genuine parts can guarantee a perfect fit with the plant components. Our Spare Parts Sales Department prepares spare parts in stock within 24 hours.



COMPREHENSIVE SERVICE CONCEPT

RELIABLE AND OUTSTANDING IN EVERY WAY

Service always starts with excellent consulting. Our service technicians analyze your plant, identify optimization potential and inspect your spare parts stocks to ensure optimum supply.

Regular inspections contribute to a minimized failure risk and consequently to an increased plant availability. Our range of services also includes maintenance and repair work. Benefit from a substantial advantage: the expertise of our staff.

You can always rely on the quality of genuine parts from Zeppelin Systems for the repair of components. In order to ensure highest productivity and reliability we upgrade components to the latest state-of-the-art technology upon request.



TRAINING OF CUSTOMER'S STAFF

A COMPETITIVE EDGE BASED ON KNOWLEDGE

We offer a variety of trainings – from basic to individual – tailored to your specific requirements. Our range of service trainings is aimed at supporting you to optimize your plant operations, recognize technically related systems and processes and carry out minor maintenance works on your own. If requested, training can be carried out at your plant so that your production and maintenance staff has the opportunity to put theory directly into practice.



PLANT OPTIMIZATION

BRINGING OUT THE BEST

Our innovative solutions for plant optimization contribute to improvements and to keeping your equipment fit for the future. We offer comprehensive services for optimization of your plant to ensure that existing plants will keep up with the latest state-of-the-art technology. Whether modifications, increased performance or debottlenecking, solutions from Zeppelin Systems are always engineered for your success.



ONE TEAM – VERSATILITY WINS

COMMITTED, MOTIVATED, PROFESSIONAL AND RELIABLE –
ZEPPELIN SYSTEMS' EXCELLENT CUSTOMER SERVICE TEAM.

Customer proximity is not generated by products but by personal contact. Our service team is always committed to support the customer.

In addition to the expertise and know-how of our versatile service team, a common goal contributes to its success: to provide our customers with outstanding service.

A blue forklift is shown in a warehouse setting. The forklift's mast and carriage are visible, with a red and white warning sign on the mast. The text "SERVICE IS A STRATEGY NOT A SLOGAN" is overlaid in white, bold, sans-serif font. The background is slightly blurred, showing other industrial equipment and a person in the distance.

**SERVICE IS A STRATEGY
NOT A SLOGAN**

ALWAYS BY YOUR SIDE!

E-Mail: systems.support@zeppelin.com

Phone: +49 7541 202 1414

Monday - Thursday: 07:00 - 17:00 (CET)

Friday: 07:00 - 16:00 (CET)





Zeppelin Systems GmbH

Graf-Zeppelin-Platz 1
88045 Friedrichshafen
Germany

Phone: +49 7541 202 - 02
Fax: +49 7541 202 - 1491

zentral.fn@zeppelin.com
zeppelin-systems.com