



## CUSTOMER SERVICE PLANS THAT MAXIMIZE THE RETURN OF YOUR NITREX SYSTEM

Nitrex Customer Service Plans are designed to optimize the operational reliability of your Nitrex nitriding/nitrocarburizing system throughout its lifecycle - reducing the likelihood of unexpected downtime while keeping costs and lost time to a minimum. In addition to our standard term plans, we can also tailor a service plan that meets your business requirements. Nitrex all-inclusive service plans put the focus on four priorities – safety, productivity, prevention & longevity, and vetted & verified parts.

For more information and professional advice, contact our Aftermarket Sales experts and together we will determine the best plan for your needs.



### REMOTE SUPPORT

Our Customer Support Services Team is available to remotely support, troubleshoot, and resolve system issues and more. With a basic 1-year contract, you can take advantage of 12 complimentary hours of remote technical assistance.



### METALLURGICAL TESTING SERVICES

Our laboratory experts periodically test and analyze your samples for assurance that the Nitreg® process recipe is in compliance with your application requirements. Carried out at regular intervals throughout the term of your contract, metallurgy evaluations allow for a more fine-tuned and efficient nitriding/nitrocarburizing process.



**SERVICE VISIT**

During a scheduled service visit, an experienced service engineer will perform a focused evaluation of your system’s hardware, software, mechanical operations, as well as test all safety equipment and interlocks, and adjust hardware such as MFCs. A routine inspection ensures optimum performance and can save you money on unexpected downtime.



**SYSTEM EVALUATION ASSESSMENT REPORT**

Following the service visit, a detailed report is issued describing all points of inspection, the state of equipment and components, as well as recommendations for repairs or replacements, including new safety improvements to secure compliance with the latest safety standards.



**CONSUMABLES**

As part of the service visit, the service engineer will check and replace a number of consumables for your system, including the gas line filters and exhaust filter, at no additional charge.



**SPARE PARTS**

If at any time during the term of your service plan, replacement parts are needed, a 5% discount will be applied automatically to your order. To ensure your system is always up and running, choose genuine OEM vetted and approved parts supplied by Nitrex.

**NITREX**

**MASTERING STRENGTH.  
WORLDWIDE.**

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