

TESTIMONIAL

REMOTE SERVICE | OVERHAUL



Nitrex Chemicals India Limited

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« In July 2020, some worn filter sieve screens were found in our Ferrum centrifuge, which prevented further operation. A **quick repair was therefore essential** to keep the production downtime to a minimum. However, the travel restrictions imposed in connection with the Covid-19 pandemic have made it impossible to send a Ferrum service technician on site.

Filter sieve screens are **core components** of a centrifuge. Therefore, their professional installation is essential for safe and reliable operation of the centrifuge. Although this work requires some **expertise and special skills**, Ferrum was looking for an alternative and finally supported us by means of **REMOTE SERVICE**.

Ferrum guided us through the entire repair process **competently and efficiently**. As a result, the machine was able to **successfully resume operation after a very short time**. The support platform provided by Ferrum with its numerous useful functions has contributed significantly to this.

We are **very satisfied with the REMOTE SUPPORT** solution and **strongly recommend it** to others. Especially for urgent or short service calls, as it eliminates all the travel costs and allows for quick implementation.

In February 2021, when there was need to actually examine and refurbish the machine due to a complication with the lubrication system, **Ferrum provided expert technical help** by sending over a trained person who partially overhauled the machine so that we could continue operations till the situation improves later on in 2021 for a full overhaul.

Ferrum has continued to provide us with very satisfying Customer Experience in these troubles times with respect to **Remote technical support**, actual **support in overhauling** and by sending us **critical spares on time** as and when we need them. »