

# Service Guide

Aftersales for DELTATHERM® Coolers



INDUSTRIAL COOLING AND HEATING

We keep your process safe!

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# Customized cooling and heating solutions

Your partner for industrial cooling and heating systems  
High-quality series and customized solutions since 1971

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**DELTATHERM®**



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*„We focus on only one thing: customer satisfaction. We achieve satisfaction through our high product quality, permanently available service and the highest level of flexibility, through which we find individual solutions for all requirements. And we live out this claim - every day, for over 50 years.“*

**Sascha and Mario Hirmer**  
Managing Directors

**We for you**

The safety of your production plants and of the production process are, to a large extent, dependent upon how well and how reliably your processes are temperature-controlled or cooled.

We know what matters in process cooling: You can rely on our experience in the development and production of industrial cooling, refrigeration and temperature control systems for a wide range of industrial applications.

## **DELTATHERM® Service "Made in Germany"**

also supports you with its after-sales service.



# DELTATHERM® Service locations - worldwide

We ensure the productivity of your DELTATHERM® machines

With an expanding network of service partners with locations on 6 continents – in Europe, North America, South America, Africa, Asia and Australia, we provide worldwide service.



Overview



**Because we are fully aware of what a plant standstill and the resulting production downtimes can cost our customers, we offer:**

- Global plant service
- An expanding worldwide network of service partners with locations on 6 continents – in Europe, North America, South America, Africa, Asia and Australia
- Service hotline to our experts, in German and English
- All standard components in stock and available globally in the shortest time by express mail
- Replacement part availability > 95 %
- online service, through which we can check and maintain your systems
- Ensuring the productivity of your DELTATHERM<sup>®</sup> machines

**We for you**

**DELTATHERM®**

## Commissioning:



During commissioning, we ensure that your system is started professionally and safeguard the operation of your plant.

Our highly qualified service technicians check your system and adjust it to your individual operating conditions, including:

- Electrical commissioning
- Function and leak test
- Check and if necessary adjust the medium filling
- Professional instructions on how the system works

**Our service technicians will be happy to advise you – just get in touch with us!**



[service@deltatherm.de](mailto:service@deltatherm.de)

Our goal is to enable you to start the system directly, safely and professionally – tailored to your operating conditions. For efficient cooling and temperature control.



Professional instruction and handover



Start immediately – efficient cooling

**We for you**

**DELTATHERM®**

## Maintenance service:



Our maintenance service covers your complete system – including inspection, cleaning and check of your cooling system.

You can instruct us to carry out the maintenance only once, or on a regular basis after concluding a maintenance contract\*. (\*DACH region)

Regular leakage tests of your system ensure that no leak remains undiscovered, preventing energy loss, downtimes and increased greenhouse gases.

**Prevention and testing as active environmental protection**



**service@deltatherm.de**

The aim is to ensure that your cooling system runs smoothly and leaks are prevented. Regular preventive maintenance and servicing ensure reliable cooling.



Extension of the life of your cooling system and active environmental protection



Reduction of operating and repair costs with simultaneous increase in process reliability



**F-Gas regulation**



**We for you**

**DELTATHERM®**

## Spare parts management:



All common spare parts of standard plants (also for older models) are available in our spare parts management and enable fast supply across the globe.

In the case of special components, our technical purchasing department will support you in the fastest possible procurement of spare parts and components.

Purchased components such as pumps, valves, relays, etc. are sourced from market-leading or well-known manufacturers, thus guaranteeing consistently high quality.



[service@deltatherm.de](mailto:service@deltatherm.de)

The aim is to ensure the rapid availability of original spare parts in order to carry out maintenance and repair work without loss of time and to guarantee the long-term operational readiness of your system.



Increasing the safety of your production plant for a reliable process



Quick availability due to extensive spare parts stock



**Online Form  
Spare parts request**

**We for you**

**DELTATHERM®**

## Plant optimization:



If your cooler is getting on in years, it may need a general overhaul in order to run optimally, reliably and efficiently again.

Due to legal regulations and changes in operational conditions, it may be appropriate to optimize the plant.

This allows you to minimise system failures while also saving energy.

**Please consult us - we will be happy to advise you!**



**service@deltatherm.de**

The aim is to optimize and adapt your system to the current technical and operational conditions for more productive and efficient cooling.



Complete overhaul of the system to the current state-of the art



Increase of the economic efficiency and service life of the plant

# **Guidelines for DELTATHERM®**

## **Support & Service**

In the event of malfunctions or faults, we will be happy to help you personally or to find the right service partner for you in your country.



## Do you need Support?

*Call us or write to us:*



**service@deltatherm.de**



**0049 2245 6107 29**

Please gather the following information before contacting us.



This helps us to react **quickly** and **efficiently** to your request.

## Your details

# We need the following information:



Your local contact person(s)  
+ contact details



Location of the plant



Photo of the fault message /  
the defective component...



Short description of the error and  
how it occurred



Serial number (mandatory) and type of  
system or photo of the nameplate



service@deltatherm.de



0049 2245 6107 29



Online Form  
Support request

We for you

**DELTATHERM®**

## Direct assistance:



by E-mail and / or telephone

(if you contact us, please ensure you have the above details to hand)



by Skype & video conference

(direct localisation of the fault; depending on the malfunction, immediate rectification together with you or instructions for fault elimination)



Remote maintenance via interface

(depending on the existing system configuration at purchase; on request)



[service@deltatherm.de](mailto:service@deltatherm.de)

Our goal is to ensure short reaction times and fast troubleshooting of your cooler.



Avoidance of longer standstill and waiting times due to travel time



Saving service calls / costs

We for you

**DELTATHERM®**

## Customer service / service partner:



Plant location in Germany,  
neighbouring countries

Our service technicians will be with you  
within the shortest possible time.



Plant location Europe-wide & international

Take advantage of our worldwide service part-  
ner network of qualified specialist companies.

We will be happy to put you in touch with a competent  
regional partner in your vicinity.

Alternatively, after prior clarification with DELTATHERM®  
Service, you can assign the task to a cooling specialist of  
your choice close to your facility.

We would be pleased to support the specialist of your  
choice with one of our service technicians in the abo-  
ve-mentioned ways.



[service@deltatherm.de](mailto:service@deltatherm.de)

Our goal is to provide you with the fas-  
test and most cost-effective customer  
service possible.



Fast on-site assistance

**DELTATHERM® Hirmer GmbH**

**Industrial heating and cooling**

Gewerbegebiet Bövingen 122 · 53804 Much · Allemagne

Tél. 0049 2245 6107-0 · Fax 0049 2245 6107-10

info@deltatherm.de · service@deltatherm.de

### Further products from our product range



Industrial series cooling towers with open or closed circuits from 80 to 18,000 kW cooling capacity



Dry and hybrid coolers for water, oil or emulsion from 0,5 to 15,000 kW cooling capacity



Rack chillers in the power range from 0.15 to 3 kW cooling capacity; as heat exchanger up to 10 kW

**Benefit from our experience.**

**We are happy to help you.**

**Just contact us.**



Industrial cooling machines for water, oil and emulsion from 0.2 to 5,000 kW cooling capacity



Temperature control systems for water up to 160 °C and oil up to 350 °C



Immersion chillers for water, oil and emulsion from 1.7 to 115 kW cooling capacity

