

# DESMI Service

## AfterSales & Services

Service

DESMI
Make life flow

# AFTER SALES & SERVICE




DESMI always strives to provide our customers with the very best service! That's why we have established DESMI Service - your guarantee for an excellent service 24/7/365.

24-hour hotline: +45 96 32 81 10
Service: service@desmi.com
Spare Parts: spareparts@desmi.com

# Spare Parts & Spare Parts Kits

Our Spare Parts Kits cover multiple pumps and have all the necessary parts when overhauling your pumps, but we also have individual spare parts that match your immediate need for maintenance.

DESMI Genuine Spare Parts Kits for Simple Overhaul and Service

DESMI provides spare parts kits for easy and simple maintenance and overhaul of your pumps. We offer a variety of spare parts kits for most of DESMI pump series.

To determine which spare parts kit you need and to provide you with the best service, we need to have the following information:

- Pump type (e.g. NSL 150-265)
- Serial number (e.g. 323249 or 30192-1)

Spare Parts Kits include:

- Mechanical shaft seal
- Special tool
- Bearings
- O-rings
- Gaskets
- Washers & nuts
- Item list
- Etc.



# WORLDWIDE SERVICE




DESMI supports pump systems installed at everything from district heating plants to battleships. Different types of service are available for different client needs, and the deep know-how of the field engineers allows them to maintain competitor brands, too.

The DESMI Service Team operates globally and around the clock. We can offer simple advice over the phone or full on-site maintenance and service programs.

The team is factory-trained and fully capable of meeting both your technical and practical demands.

The DESMI Service Team can also offer customized programs to meet specific client requirements and be your partner of choice. In case of emergency breakdowns or equipment life-time support, we can send pumps and equipment within 48 working hours or access our global parts database and have the equipment operational in the shortest possible time.

Our dedicated global DESMI Service Team delivering local service

# SERVICE

If you need our service, you can contact us **24 / 7 / 365** over the phone **+45 96 32 81 10** or by e-mail to **service@desmi.com** if you have any questions or problems with your pumps or pumping solutions. Our team of service engineers and technicians are ready to help you.

DESMI provides local, regional, and global service, maintenance and repair of all pump types and brands.

Our service on all pumps and solutions includes:

- Installation
- Commissioning
- On-site Service
- Repair / Maintenance




## Service Agreements:

We also offer service agreements to our key customers. Our long experience in service, maintenance and repair of all pump types enables us to solve most service tasks.

Our customers and their requirements cover a wide field - privately owned companies, housing associations, facility service for industry and public utilities and maritime.

We offer service and repair of:

- Submerged and dry-mounted drainage and waste water pumps and systems
- Diesel and electrically driven sprinkler systems
- District heating and cooling pumps
- Pumps for leisure industry
- Industrial pumps
- Booster pumps and systems
- Electric motors - both AC & DC
- Gearboxes and mixers
- Maritime Applications
- Enviromental on and off shore solutions.



# DESMI 48 FAST TRACK

- Replacement Pumps Ready for Shipping within 48 hours.
- With DESMI 48, you can replace your pump in record time.

Our replacement pumps is ready for shipment within 48 hours!

DESMI 48 is ideal for you, if you have a pump break down. You do not have to worry. We are here for you. With our DESMI 48 supply chain, we can have a replacement pump ready for shipping within 48 hours.

In order to meet your needs, we have developed DESMI 48, where we carry your order through our production line within 48 hours.

By doing this, your downtime will be reduced significantly.

Example:

- Sea Water Pump: NSL 150-265/D02 (bronze)
- Capacity: 280 $m^3$/h x 2.7 bar x 1765 rpm
- Delivered complete with 36 kW electric motor, pressure gauges and base plate.





# Much more to our service

At our service workshop in Denmark we repair all pump types and brands. We also run capacity tests and handle certification of pumps for the offshore industry.

Procedure for repairs:

- Call +45 96 32 81 10 and receive a service request number
- We receive the pump and prepare a non-binding quotation
- We inform you about the price and delivery time for the repair and alternatively quote the price of a new pump
- We repair, test and paint the pump or provide you with a new pump






Overhaul Videos

## Monitoring of your system with data acquisition

Become more efficient, reduce costs and meet your energy optimization goals with our comprehensive portfolio of integrated solutions. DESMI's energy-optimised, customised solutions for pump applications allow for outstanding operational performance in your industry.

Tailored to your specific needs

DESMI offers various training packages for your DESMI solutions

# We exist to keep your business flowing

DESMI is a leading provider of pump solutions and supporting systems for the Marine, New Green Solutions, AquaCulture, Industry and Utility, and Defense sectors. Our pumps and supporting systems are trusted world-wide for dependability and the lowest total cost of ownership.

No matter which flow challenges you are facing, we can help you overcome them with class-leading equipment, solutions, and services designed specifically for your applications and environment, and with factories in China, India, the US, and Denmark, you benefit from our efficient global supply chain.

Founded in Denmark in 1834, we have provided the expertise, solutions, and aftermarket support our customers need for nearly two centuries. We help you operate more efficiently and reliably, enabling your ambitions for performance, compliance, and growth whilst helping you reduce your climate impact.

Together, we can make a difference, whatever the future holds. Because we, like you, are here to **make life flow**. For more information, visit **desmi.com**

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