

Your trusted advisor

All Munters Service Technicians are part of an ongoing training program that assures they have mastered the skills required for working on Munters equipment. They are trained directly on Munters products by the very company that designs and builds the systems, enabling them to achieve the deepest understanding of equipment mechanics, system/component functionality, psychrometrics and the science behind our patented Honeycombe® Rotor Technology. All Service Technicians are direct employees of Munters and are provided tools, laptops, mobile devices and company vehicles. Tools include a complete calibrated instrument set equipped with precise and accurate humidity and dew point measuring devices.

All service calls are dispatched from the Munters factory that manufactured the specific equipment with in-house technical support, an engineering team and factory service management.

Munters technicians are trained for the following control platforms:

- Allen Bradley
- Siemens
- Siemens Climatix
- ALC
- CAREL

Finally, and most importantly, our Service Technicians are here to support and advise our customers. Whether they provide a parts quote or assist in energy and cost saving analysis regarding a retrofit, they are ready to support our customers in every way they can.



Munters is a global leader in energy efficient air treatment and climate solutions.

Using innovative technologies, Munters creates the perfect climate for customers in a wide range of industries, the largest being food, pharmaceutical and data center sectors. Munters has been defining the future of air treatment since 1955. Today, around 3,500 employees carry out manufacturing and sales in more than 30 countries. Munters reports annual net sales in the region of SEK 6 billion and is listed on Nasdaq Stockholm.

For more information, please visit www.munters.com.

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Service, maintenance and equipment upgrades

www.munters.com



Why Munters service?

Munters Service is dedicated to helping our customers optimize the value of their equipment through planned maintenance programs. Drawing from over 60 years as the leading manufacturer of air treatment technology, Munters has developed service programs that extend the life of our equipment, optimize its performance and assure continuous operation.



How do you benefit?

Subscribing to a Munters service program provides you with several benefits:

- Equipment is maintained according to manufacturer's recommendations allowing system performance to continue to meet customers' specifications.
- Control costs of sustaining Munters equipment
- Regular preventive maintenance enables Munters Service Technicians to determine what parts will need replacement. The parts can then be ordered and ready for installation during the customers scheduled shut down period.
- Reduced downtime or interruption as a result of proactive service planning vs reacting to an issue after it has occurred - possibly leading to downtime.
- Peace of mind – you are not alone in the maintenance and performance of your Munters equipment. You have partnered with the expert on your equipment that has the training and experience to optimize the performance and energy efficiency of your equipment.



A choice of plans

Regardless of industry or business type, our customers need a service solution that keeps their operation running as required at all times, and preferably, at the lowest operating cost. To that point, Munters offers a range of services and maintenance programs designed to best meet our customers diversified needs.

In addition, we understand that the extent of support required by each of our customers varies. Hence, we've designed a menu of services and programs in which customers can select from; full Munters services and support, to mid-level services where the customer conducts maintenance and we verify performance, to a level of minimal support appropriate for a customer with its own on-site maintenance staff. Our service and maintenance programs include:

NEW EQUIPMENT

- **Assembly supervision**
- **Startup Limited Warranty** – Available for 12-18 months
- **Owners agent commissioned support**
- **Parts Limited Warranty**
Available for 15-60 months with Munters Startup Program
Note: All new equipment customers receive, at no charge, Munters Basic Equipment - Parts Warranty for the first 12 months after purchase.
- **PrimaCaire® Site Labor Warranty**
Semi-Annual Preventive Maintenance available for 12-60 months
- **PrimaCaire® Total Labor Warranty**
Semi-Annual Preventive Maintenance available for 12-60 months
- **Special Component Warranty**
60 month plans available for compressors, DX coils, wheel type heat exchangers, desiccant wheels & specific heat pipe parts

EXISTING EQUIPMENT

Long-term Maintenance & Performance Testing Agreement for ServiceCaire®

Includes a pre-determined number of visits and defined scope of work for specified equipment ranging from one - four visits over a 12 or 24 month time period.

Note: ServiceCaire® Agreements can be customized to meet the specific needs of the customer.

In addition, we provide performance evaluations and energy trending reports.

Upgrades

Munters equipment is built to last, so when needs change, many of our customers choose to retrofit their equipment to improve efficiency and performance rather than purchase a new system. Munters offers several retrofit options such as, but not limited to:

- Control system upgrades / Control contingency plans
- Reactivation heater conversions or upgrades
- Heat and desiccant wheel retrofits
- Low db & high efficient condenser fan upgrades
- Complete refurbishment of aging equipment
- Energy usage studies / Fan Array upgrades provide redundancy and low cost operation
- PowerPurge™ – an energy recovery system that reduces the energy required for reactivation while also reducing the temperature of the process air, resulting in lower energy usage and, hence, reduced costs



Enroll or learn more

While Munters offers emergency consultation and technical support on a 24-hour basis to all customers, we strongly recommend that our customers subscribe to one of our service programs. To learn more about our programs in general, please call 1-888-349-4335 and ask for a member of our Service team. (For specific questions about your equipment and how one of our programs might best suit your needs, please have your sales/job order number available when calling).