KAESER COMPRESSORS®

KAESER AIR SERVICE

Services at a glance
Worldwide service excellence

KAESER AIR SERVICE

www.kaeser.com

Customer service – Excellence at every touch point

One of the key requirements for any compressed air supply is **maximum availability**. To guarantee this over the long term, KAESER AIR SERVICE provides you with on-site support for commissioning, routine maintenance, and repair work. A properly maintained compressed air station also delivers another decisive advantage: every component operates reliably and energy-efficiently, making your operations more sustainable. Expect nothing less than exceptional service excellence, 24/7, worldwide.

KAESER AIR SERVICE is always within reach: highly qualified service technicians are ready to assist you, wherever you are in the world. Our customer service team ensures maximum efficiency through professionally executed maintenance and repair work. Short travel distances mean faster response times, delivering best possible compressed air supply availability.

KAESER AIR SERVICE provides comprehensive care for your systems. Every aspect of your compressed air technology is managed by highly trained technicians. Continuous training and targeted professional development uphold KAESER's strict quality standards, ensuring the long-term reliability and energy efficiency of your compressor equipment.

KAESER AIR SERVICE ensures a long service life for your compressed air systems: perfectly matched service concepts and the use of genuine KAESER parts guarantee sustainable operation of your compressed air supply. Our mobile service fleet carries an extensive inventory of spare parts, enabling our technicians to resolve issues directly on site.

24-hour support

Your compressed air has to be available around the clock. Technical assistance, parts supply and service technicians are ready 24 hours a day, seven days a week.

Scan the QR code to get in touch with KAESER AIR SERVICE:

https://www.kaeser.com/int-en/services/contact/service-request

Fully equipped

Fully stocked with essential maintenance items and spare parts, our service vehicles enable technicians to complete critical work right away. Should additional parts be required, the advanced logistics centre at the main plant in Coburg will ship the necessary items overnight.

KAESER AIR SERVICE

Worldwide service

Close, personal contact is essential to excellent customer service. With this in mind, KAESER AIR SERVICE provides individual expert support from the very first moment of contact.

The decisive difference: call KAESER, and you have someone with genuine technical expertise on the line straight away.

Our global service network is more comprehensive than any other in the industry. For you, this means: rapid assistance and easy communication in your own language – 24 hours a day, seven days a week. Our goal is to always provide excellent service to our customers, so that we can ensure the highest possible compressed air supply availability.

The training and qualifications of KAESER AIR SERVICE personnel are especially designed to provide comprehensive support for compressed air systems. You can rest safe in the knowledge that all of your compressed air technology is in the hands of highly qualified service technicians. Following their initial training, our technicians complete targeted modular programmes at our Coburg headquarters and international training centres. This continuous education upholds KAESER's high standards, safeguarding the long-term reliability and energy efficiency of your compressed air supply systems.

Genuine KAESER parts

Maintenance and spare parts from KAESER impress with their exceptional quality and dependability. Perfect interplay, maximum functionality and the know-how gained from over 100 years of experience ensure that your compressed air supply operates seamlessly. Our genuine parts stand out for their exceptional durability. This offers a number of advantages: Compressed air system efficiency is maximised. Downtime is minimised – permanently. The systems' sustainability is significantly increased, whilst a cost comparison demonstrates that our genuine parts are clearly ahead of the competition when total operating costs are taken into account.

Peace of mind with KAESER service kits

With our service kits, you will never have to worry about missing a part order, thereby keeping unplanned downtime to an absolute minimum. We know exactly what each specific maintenance task requires and provide the necessary components in convenient packages, all featuring the renowned KAESER quality you expect.

The choice is yours:

SERVICE agreements

Tailored service contracts from KAESER free you to focus on your core business. Leave spare parts management, system monitoring and the scheduling of every service visit to us – and enjoy maximum availability and efficiency from your compressed air system, lower costs, and seamless documentation of every task.

Just as we never stop improving our products, we also keep a close eye on our service processes and are constantly adapting them to the current needs of our customers. In practice, this means KAESER's customer service team works closely with you to identify the exact service requirements of your application, then build a tailored solution around them.

Choose from a range of service agreements:

Inspection

The perfect complement to any maintenance you perform yourself. Your advantage: At least once a year, our certified KAESER AIR SERVICE team conducts a comprehensive safety inspection of your entire compressed air system. We verify that all maintenance complies with manufacturer specifications, rigorously test the function of every safety-critical component, and document the current condition of your system – identifying potential energy and cost savings.

Maintenance

Want to focus on your core business? Then a maintenance agreement is the perfect fit for you: The KAESER AIR SERVICE team handles all routine inspections and required maintenance work tailored specifically to your compressed air systems. Thanks to our dependable maintenance strategy and the continuous energy optimisation of your compressed air station, you won't need to worry about a thing. Your compressed air supply is always in safe hands with KAESER.

ProTect

KAESER's comprehensive, all-inclusive package assures maximum availability, cost-effectiveness and asset value for your compressed air system. It covers all maintenance, inspection and repair work, precisely tailored to your operational needs. From professional commissioning to replacing key components and safety systems, we keep your equipment performing at its best.

Remote monitoring

KAESER monitors your compressed air system remotely, continuously analysing every critical operating value. We detect deviations and potential faults early, resolving them before they can cause unplanned downtime. For you, this means: maximum operational reliability, lower energy costs and significant peace of mind – with system performance optimised throughout its entire service life.

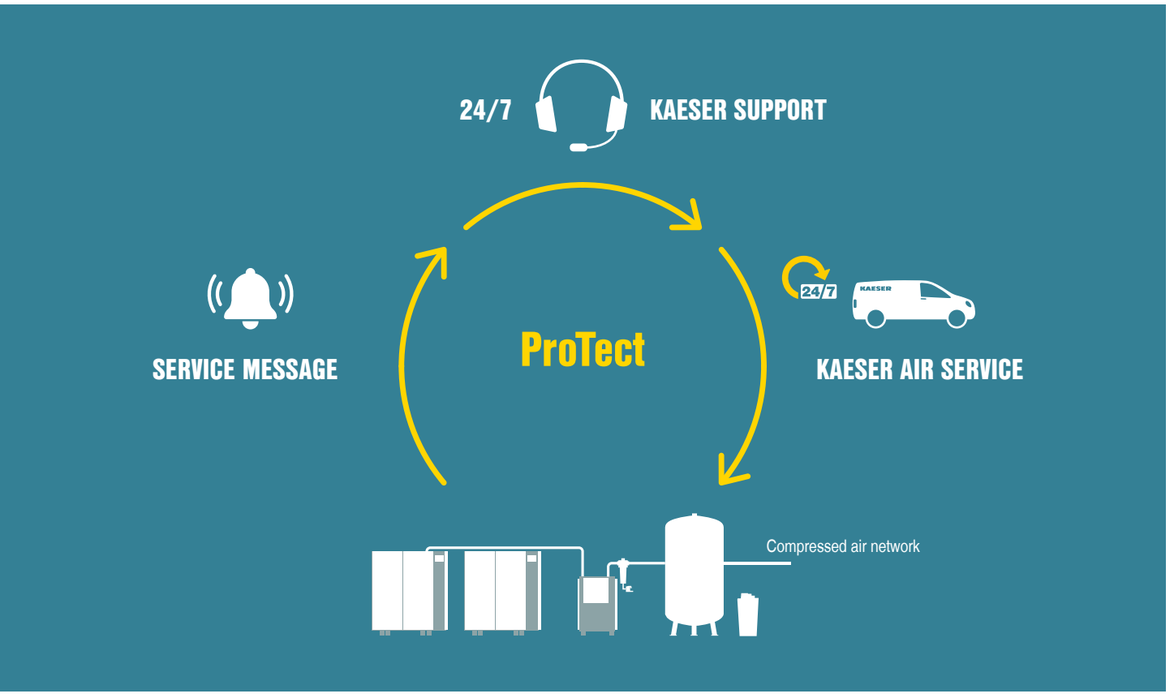
Your choice. Your benefits.

ProTect

A KAESER ProTect agreement ensures that complex compressed air supply systems deliver optimum performance throughout their entire service life and retain maximum value.

Scheduled around your day-to-day operations, our expert technicians carry out inspections together with maintenance and function-assuring service work. We verify all functional and safety-critical components, adjusting or replacing them as necessary to ensure maximum compressed air availability and lower operating costs.

Furthermore, seamless KAESER AIR SERVICE documentation ensures you are always fully prepared for audits and safety inspections. Please note that responsibility for legally compliant system operation – including official acceptance, risk assessments and the regular checks detailed in the manual – remains with the operator. We are always here to support you as your expert partner.



Maximum availability with

Remote monitoring

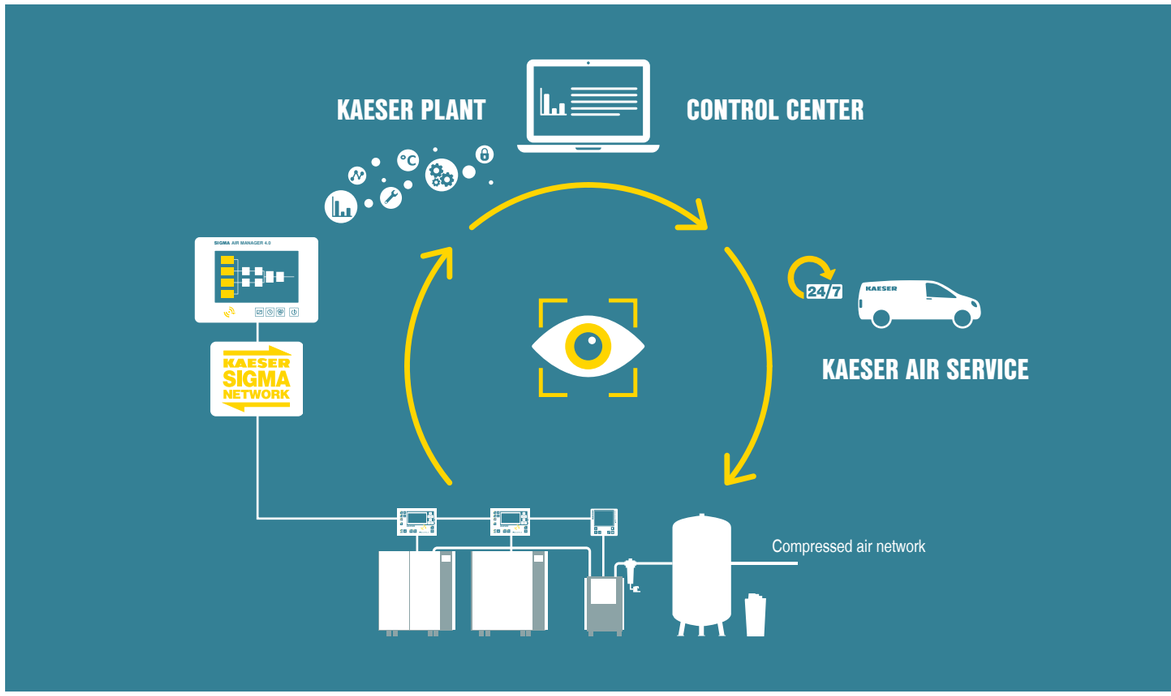
Modern compressed air systems do far more than just supply reliable compressed air. They are evolving into intelligent data sources that make a decisive contribution to your plant's efficiency and operational reliability.

Rather than waiting for a component to fail, or changing parts on a fixed schedule just in case, digital connectivity makes predictive maintenance possible. Operating data are analysed continuously to catch deviations early on – long before they lead to downtime.

Ongoing analysis also prevents machines from running in inefficient states, whether through unnecessary idling or unfavourable load ranges. This reduces wear while significantly lowering energy consumption over the system's entire service life.

Via the secure KAESER SIGMA NETWORK, KAESER AIR SERVICE experts assess system status remotely and take precisely targeted action accordingly. Better still, any parts that are needed can be provided before the technician arrives, so maintenance is faster, more predictable and more cost-effective.

The result: increased availability, lower operating costs, and maximum transparency regarding the condition of your compressed air system.



KAESER AIR SERVICE

Compressed air availability – our commitment

We are committed to ensuring reliable availability of your compressed air system at all times. Whether it's maintenance or an inspection that's required, KAESER AIR SERVICE is always a step ahead. The key is highly efficient scheduling, built around your specific application.

Our customer service personnel are not only available for you around the clock, they can also arrange everything for you. With a service agreement, we will plan your complete scope of services, determine the required spare and maintenance parts, and organise the optimal dates for our service technician to visit you. The key benefit for you: significantly reduced administration.

Your advantages:

- Individual operational planning
- Everything is organised on your behalf
- Continuous optimisation of your compressed air system

Maximised efficiency, minimised costs

Regular servicing by our qualified specialists guarantees continuous optimisation of your entire compressed air supply. Your station therefore remains state-of-the-art, and the software for the compressor controller is updated regularly.

Your advantage: Maximised efficiency, minimised energy consumption and therefore reduced operating costs.

For your legal security, KAESER AIR SERVICE maintains complete service documentation, thereby reducing the effort required on your part and allowing you to dedicate valuable time to your actual core business.

Excellent spare parts logistics

No matter which maintenance or spare part you require for your compressed air station: genuine KAESER parts are always there, exactly where they are needed, as quickly as possible. The automated parts warehouse in our Distribution Center is the hub for rapid despatch of required maintenance and spare parts to every corner of the globe.

Fully automatic parts identification ensures seamless, error-free processing of the KAESER AIR SERVICE. If required, we can despatch the necessary genuine parts to your location overnight.

Your advantages:

- Speed through automation
- Seamless, error-free processing
- Overnight shipping worldwide

Reliable delivery is our top priority

As a compressed air systems provider, KAESER is completely committed to reliable compressed air availability. The immediate despatch of maintenance and spare parts plays a decisive role when it comes to implementing this objective. We achieve this by digitalising our entire logistics operation, whereby automated processes deliver reliability you can count on, especially when it matters most.

Our customer service vehicles are stocked with a comprehensive range of maintenance and spare parts, ensuring that many types of repair can be carried out immediately. This means: rapid response in the event of damage, minimisation of downtime, and maximisation of your compressed air supply dependability.

The foundations of product development

KAESER sets new standards for dependability, efficiency and sustainability – and we are not content to stop there. We refine our products and services continuously, with one objective: achieving ever greater energy efficiency, best possible compressed air availability and optimum cost efficiency for our customers. KAESER products are designed not only to be highly efficient during operation; energy consumption is also minimised as far as possible during the production process. When it comes to our own investments and purchasing, we prioritise the acquisition of energy-efficient products and services. KAESER innovations help to significantly lower energy consumption and reduce operating costs. They also contribute to the preservation of resources and the reduction of emissions. With our energy-efficient solutions, we help our customers to achieve their own sustainability and environmental protection goals.
True to the KAESER philosophy of “More compressed air for less energy”, our products not only operate with exceptional cost efficiency and eco-friendliness, but also minimise the use of valuable environmental resources throughout production, distribution, and service.

RETHINK

Think and rethink anew

Sustainable product development requires new approaches and ways of thinking.

KAESER provides targeted Design Thinking training for employees at the Hasso Plattner Institut, driving new and innovative approaches to product development.

RESEARCH

Develop knowledge

KAESER has continuously advanced its expertise in compressed air technology for over 100 years.

Today, cutting-edge simulation and calculation tools, together with the validation of prototypes, provide the basis for the acquisition of knowledge.

This in turn establishes the basis for a highly efficient, dependable and resource-friendly compressed air supply.

REDUCE

Reduce resource consumption

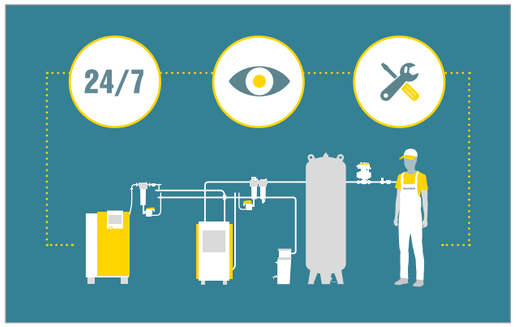
The highest resource consumption in compressed air technology occurs over long-term operation.

Accordingly, the compressed air supply must be as energy-saving as possible. For KAESER, efficiency is the ultimate goal.

REPAIR

Maintenance-friendly design

Maintenance-friendly design and repairability are evaluated and optimised by KAESER’s service technicians during the development process.



Comprehensive support for your compressed air systems

Every aspect of your compressed air technology is in expert hands with our highly qualified service technicians. Their comprehensive skill set spans mechanical, electrical, and electronic systems, as well as compressor room intake and exhaust ventilation. They are equally proficient with refrigeration and treatment equipment, as well as the advanced electronic control technology required to keep your entire compressed air system fully optimised.

Theory

Practice

Training and qualifications

Our KAESER training centres seamlessly combine theory and practice. Experienced technicians and engineers lead comprehensive service seminars and product training courses, covering vital topics such as brazing or mechatronic troubleshooting. This approach ensures that technical know-how and years of practical experience are shared in a highly hands-on environment.

Your benefits at a glance

- **Global networking** for reliable operation you can count on
- **Rapid response** thanks to worldwide locations
- **Highly qualified personnel** delivering excellent service
- **Greater sustainability** through long service life
- **Comprehensive care** for every aspect of your compressed air station
- **Coordinated service concepts** with genuine KAESER parts
- **24-hour support** reachable around the clock
- **Maximum availability** of your compressed air

More compressed air for less energy

The world is our home

As one of the world's largest manufacturers of compressors, blowers and compressed air systems, KAESER KOMPRESSOREN is represented throughout the world by a comprehensive network of wholly owned subsidiaries and authorised distribution partners in over 140 countries.

By offering innovative, efficient and reliable products and services, KAESER KOMPRESSOREN's experienced consultants and engineers work in close partnership with customers to enhance their competitive edge and to develop progressive system concepts that continuously push the boundaries of performance and technology. Moreover, decades of knowledge and expertise from this industry-leading systems provider are made available to each and every customer via the KAESER group's advanced global IT network.

These advantages, coupled with KAESER's worldwide service organisation, ensure that every product operates at the peak of its performance at all times, providing optimal efficiency and maximum availability.

KAESER COMPRESSORS (INDIA) PVT. LTD.
Plot No. 1 & 2 • Survey No. 297, 298, 299 • Indo German Technology Park • Village Urawade Taluka Mulshi • District. Pune • 412115
Tel.: 0091 20 - 66769240 & 66769205 • Fax: 0091 20 - 66769238
E-mail: info.india@kaeser.com • www.kaeser.com

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