



aerospace
climate control
electromechanical
filtration
fluid & gas handling
hydraulics
pneumatics
process control
sealing & shielding



Aftermarket & Servicing Capabilities

Condition Monitoring



ENGINEERING YOUR SUCCESS.

Together, we can provide reliable, reactive product and technical support - when you need it and wherever you need it

With ever growing competition for online particle counting, one of the major advantages of the Parker Fluid Condition Monitoring portfolio is the capability to service products in dedicated Service Centres.

Each Service Centre offers a full service and recalibration, with a network of helpful, specialised professionals trained to support your engineering or service team.

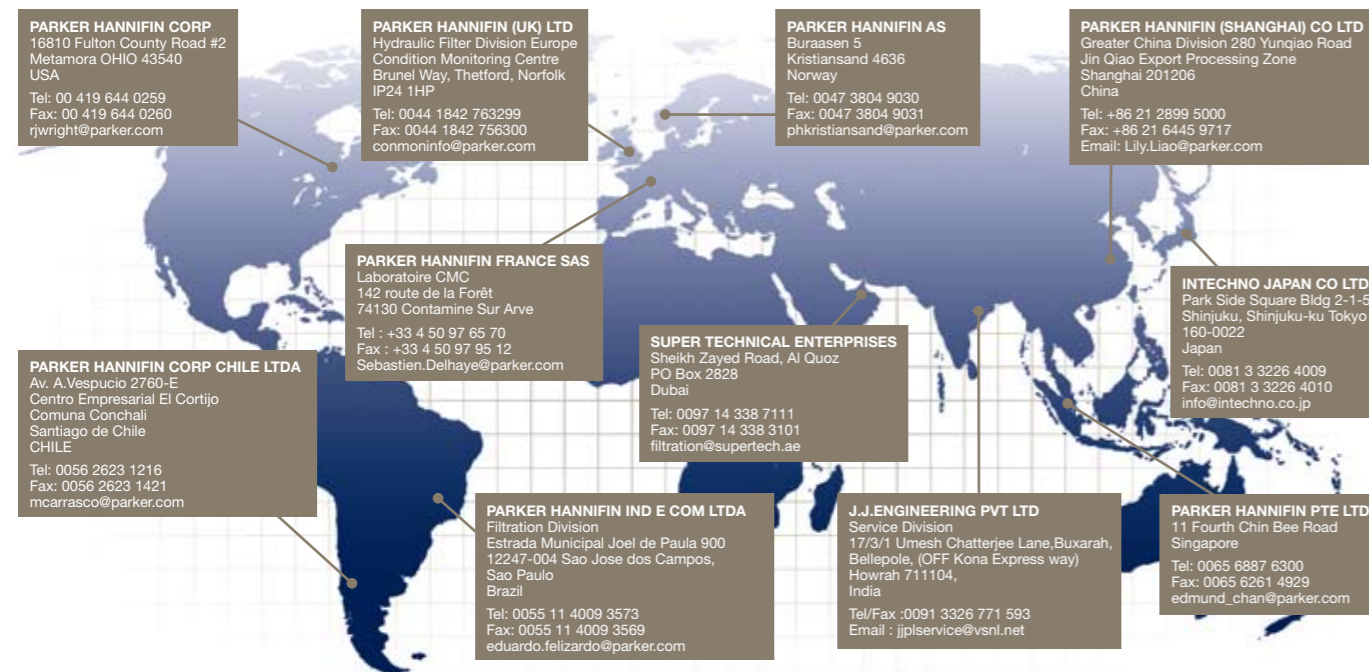
Our experience and expertise in fluid condition monitoring and analysis ensure we are THE authority within our industry.



Condition Monitoring Business Unit, Thetford, UK

Service Centre Facilities

Parker Service Centres can currently be found in 11 locations around the globe.



The Parker Service Centre located in Shanghai is the latest addition to the service network. Officially opened in October 2010, this facility is the first of its kind in China and will benefit

the growing economy and need for local calibration of particle counters in Eastern Asia.



Interested in setting up a Service Centre?

Equipment:

Test and calibration equipment such as a rig and relevant Masters, along with a pressure rig are essential to perform the job to the high specification Parker expects. Other test equipment such as power supplies and multi-meters would be required.

A full list would be supplied.

Training:

Technicians would require initial training in the UK, with further refresher training as and when required.

Personnel:

Setting a Service Centre up will require dedicated and trained technicians, who are knowledgeable in working on all parts of a variety of Condition Monitoring products.

Their main role would be to diagnose the problem accurately and quickly, often speaking to and quoting customers.

Floorspace:

No less than 12 square metres (3m x 4m) would be sufficient, with clean shop air connections, access to power sockets and good ventilation.

Certification:

Both the technician and the location would receive certification, along with regular audits to ensure the high level is maintained to help improve our support for our customers.



Typical Equipment as Parker Norway



Parker Singapore

The importance of a Service Centre.

“Having a Service Centre in Contamine at the Sales Company France was a major contributor to successfully winning the contract with SIMMAD (Company supplying French Navy, Ground + Air Forces).”

We respond quickly, perform small repairs for Condition Monitoring equipment avoiding lost hours of shipping to the UK”

Moréno Bandiera
Tech Services Manager
Parker Hannifin France SAS

“Having the service center in Metamora has been one selling point against all our competition for turnaround time and cost of repairs.”

We have secured several big orders just based on local servicing capabilities.

Competitors still ship back to the overseas' factories and we are able to exploit that fact to new prospective customers during our value proposition for the sale.”

Len Licursi
Technical Sales & Service Manager
Parker Hannifin Corporation

“Parker has recognized the value of the Aftermarket and can now see the full potential of dedicated Service Centres globally.”

I envisage more locations Worldwide servicing our products, over the coming years, allowing the Condition Monitoring range and the respected Parker name to flourish.”

Neil Lockwood
Aftermarket Manager
Parker Hannifin (UK) Ltd

Parker Returns Policy and Calibration Procedure

Each product returned to an approved Parker Service Centre will have the following:

- A visual inspection of all case components.
- An external inspection of the complete assembly for signs of damage or misuse.
- An internal inspection of the complete assembly, checking for leakage or damage.
- Full function test, including pressure test up to 420 bar (6,000 psi) and flow test.
- Replacement of any defective or damaged parts.
- Recalibration, conforming to the relevant ISO standards (with a Certificate valid for 12 months).

Now is the time to revise your particle counting capability.

For over 20 years, Parker have maintained a design and manufacturing edge that today is ably represented by products such as the icountLCM20 and the range of inline particle detectors. It is because we have such successful laser controlled analysers that we have made the decision to stop servicing the 'White Light' CM20.



How long can I continue using my old CM20?

It is anticipated that servicing of the old CM20 will cease as of 1st January 2013. However, we advise that you check annually in advance and prior to returning your units to the relevant Service Centre.

What can I use instead?

The icountLCM20 Monitor is a technically advanced product that has already proved itself as the market leader.

Can I trade-in my old CM20 for the icountLCM20?

Yes - We recognise the commitment customers have placed with us and we want to ensure their fluid contamination capabilities are maintained at the

highest levels, by offering the possibility to trade in an old 'White Light' CM20 for a market leading icountLCM20.

Can I trade-in a Competitors product for the icountLCM20?

Yes - We are willing to take any product regardless of manufacturer.

How will this work?

Upon return of their old unit, they will receive a replacement icountLCM20, calibrated to the latest ISO Standards - LCM202022TRD (for MTD), or LCM202021TRD (for ACFTD), complete with accessories in an aluminium case.

Parker Hannifin

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