


Leaders in Zero Liquid Discharge

H2O 

 German Engineering



**Competent e-service.
Optimized system availability, worldwide.**



Our mission is to comprehensively relieve your burden. Thus customer service plays a very important role in our company. Our e-service is unique and ensures quick support, increased system availability and reduced costs.

Reduced efforts, minimized costs. E-service for fast and competent solution.

Faster service, to allow faster restart of your production – that is what our innovative e-service stands for. The principle is simple: Even if organized optimally it takes time to bring a service technician on site. Therefore our e-service helps you faster and very cost efficiently.

Our innovative Vacutouch control system allows easy remote access to your VACUDEST vacuum distillation system through the internet. This is possible for us, as well as for your skilled operators. If internet is available you can easily get access to your system, no matter where you are.

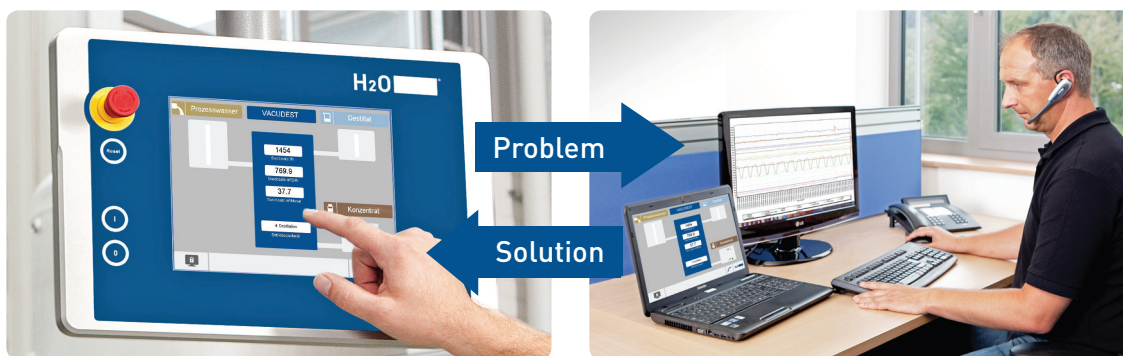
We provide solutions before the error occurs. Our predictive maintenance system identifies possible problems before they create a problem and thus prevent errors. This prevents expensive repair and reduces down times in your process to a minimum.

Besides actual process data a history of the last twelve months is available. This allows our experts to get a quick and complete overview about the situation on site, enabling them to provide fast and competent solutions. Therefore more than 80 % of the on-site service visits are not necessary any more, saving your time and your money.

Should, however, an on-site visit be necessary, it is prepared optimally. The required spare parts are send out in advance and our specialized service technicians already have prepared the right solution.

Optimaler Support:

- Fast and competent
- Available worldwide
- Low cost



Effective and low cost support: Our Vacutouch control systems transfer process data to our specialized technical customer support team.

Via e-service the problem is identified quickly and a respective solution is provided. In 8 out of 10 cases an on-site service visit is not necessary any more.

