

HPC Service Support



HPC compressed air equipment is designed and engineered with the quality and forethought required to meet the demands of today's rigorous manufacturing and industrial applications.



A variety of service plans and preventative maintenance agreements have been carefully created by qualified HPC engineers to maintain your system in the best possible way.



- Installation
- Service
- Warranty



HPC Authorised Distributors have a reputation for excellence in all fields of compressed air generation. HPC places a high priority on customer support through its UK team of engineers and Authorised Distributors, all of whom have worked with HPC for many years.

As with HPC equipment you can be assured therefore of extremely good service right from the first point of contact and for years beyond.

Service Cover, Installation, Warranty, Teleservice & Compressed Air Cost



HPC Preventative Maintenance Service Agreements

To ensure the maximum long-term efficiency and reliability of your compressed air system, it is important that it is maintained in accordance with HPC's recommendations.

To meet this requirement HPC and HPC Authorised Distributors are able to offer a variety of service plan options tailored to your individual requirements.

These service agreements will ensure that you benefit directly from the investment in specialised training and have a guarantee of workmanship.

Scope of Supply and Service Agreements

- Compressed Air System Design
- Full Scope of Installation
- Commissioning and Customer Handover
- Preventative Maintenance Service Agreements
- Emergency Breakdown Cover
- 24 Hour Call Out Facilities
- Compressed Air Waste Management
- Technical Support
- Health and Safety Advice
- Pressure Systems Inspections
- Site Surveys and System Management
- Remote Monitoring and Diagnostics

Compressed Air Installation

The correct installation of your HPC compressed air equipment is important to protect your investment and ensure the long-term reliability and operating efficiency of the system.

HPC and its Authorised Distributors are experienced and qualified to design, install and tailor the compressed air system to meet your individual requirements. You will also have peace of mind that all work undertaken will be in accordance with HPC guidelines and current legislation.



HPC or your HPC Authorised Distributor is able to offer HPC's 5 Year No Quibble Warranty on all new HPC compressed air packages. This warranty is given free of charge provided that you undertake an HPC Service Agreement. With the No Quibble Warranty there are no hidden costs, no stage payments, no excess charges, no previous claim penalties, no restriction on hours run and definitely No Quibbles. In the unlikely event that you have a problem with your compressed air system it will be repaired by HPC or your HPC Authorised Distributor and you will not incur any labour or material costs.



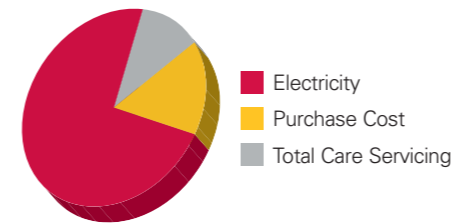
Teleservice

Utilising HPC's range of Sigma Air Manager (SAM) controllers, HPC and its Authorised Distributors are able to remotely communicate with your compressed air system via Teleservice technology with huge benefits.

The objective is to provide rapid, efficient and cost effective diagnosis of compressor plant whilst reducing servicing costs, optimising efficiency and improving compressed air availability. In the unlikely event that the equipment develops a fault an HPC control system can automatically dial out to facilitate a quick and efficient response to avoid any potential downtime or lost production.

Lifetime Costs

To consider only the initial capital cost of an air compressor can be a false economy as compressed air accounts for the biggest single use of energy in most companies. With regular maintenance and monitoring of the demands on a compressed air system and the way the compressor is programmed to meet it, HPC or HPC Distributors will advise you accordingly of all potential savings.



Nationwide Support

HPC and HPC Authorised Distributors are geographically positioned to offer a countrywide comprehensive service. The expertise and advice provided is based on years of extensive training and experience. Wherever you are in the UK your local HPC engineer or Authorised Distributor will be more than happy to discuss any compressed air requirements you may have.

Health and Safety

HPC recommend that you always employ the services of HPC or an HPC Authorised Distributor to ensure that your equipment is maintained in accordance with health and safety guidelines by a 'Competent Person' who is fully trained and certified.



HPC Genuine Spare Parts and Service Kits

To protect your investment in sophisticated new compressed air equipment, keep it operating reliably and at peak performance, HPC recommends using only Genuine Spare Parts explicitly approved and branded for your HPC equipment. These parts have been the subject of development and tests in which their reliability, safety and special suitability has been determined.

HPC's comprehensive range of service kits feature all the service items required to complete the variety of service plans and preventative maintenance agreements that have been carefully created by HPC engineers to maintain your system in the best possible way.

Maximum reliability of the equipment is maintained by utilising these service kits. With HPC or an HPC Authorised Distributor to carry out servicing and replacement of parts throughout the life of your compressed air equipment, you will benefit directly from the investment in specialised training and have a guarantee of workmanship.

This will also ensure that the equipment is operating at the very best levels of performance, saving energy costs, and that air quality is maintained to ISO quality standards ensuring downstream equipment is protected. As with HPC equipment you can be assured therefore of extremely good service right from the first point of contact and for years beyond.

All HPC Genuine Spare Parts are designed to ensure:

- Maximum reliability of compressed air equipment
- Equipment is operating at maximum efficiency
- Compressed air quality is maintained to ISO standards
- Optimum life expectancy
- Exceptional value for money.



HPC

Compressed
Air Systems

Authorised Distributor

HPC and its Authorised Distributors stock and supply one of the most comprehensive ranges of compressed air equipment available:

- Screw Compressors
 - 2.2 to 450kW
 - 5.5 to 15 bar
- SFC Variable Frequency Compressors
- Packaged Air Systems
- Compressor Controllers and Air Management Systems
- Refrigerant and Desiccant Dryers
- Filtration and Air Purifying Equipment
- Condensate Management
- Air Receivers and Storage
- Piston Compressors
- High Pressure Boosters
- Portable Compressors
- Rotary Blowers, Exhausters and Vacuum

HPC

Compressed
Air Systems

HPC Compressed Air Systems

Victoria Gardens
Burgess Hill
West Sussex RH15 9RQ
Tel: +44 (0)1444 241671
Fax: +44 (0)1444 247304
info@hpcplc.co.uk

www.hpccompressors.co.uk



010128
ISO9001:2000



This leaflet is issued subject to the Company's Terms and Conditions of Sale, a copy is available on request. HPC plc reserve the right to change any specification without notice.

Issue No. 032008 / 98001014 / 2E