



SERVICE & SUPPORT

CHROMALOX SERVICE SOLUTIONS ARE THE BEST WAY TO ENSURE OPTIMUM PERFORMANCE, DIRECTLY EXTENDING PRODUCT LIFE.

As the world's most comprehensive manufacturer of electric heat and control products, we are pleased to introduce another degree of excellence. From start-up and training, to ongoing maintenance diagnostics and emergency response.

From start-up and training, to ongoing maintenance diagnostics and emergency response, Chromalox is now offering customized service solutions that will ensure the quality and continued success of your product.

As the designer and manufacturer, we have a complete knowledge of your product. We know your systems; from the component parts on up. We understand their functionality, and can maximize your investment with proper maintenance and assessment strategies. Nobody knows heaters, controls and their applications like Chromalox.



CRITICAL DEGREES OF SERVICE

One Source. One Call. One Solution.

Chromalox Service Solutions are the best way to ensure optimum performance, directly extending product life. With Chromalox Custom Service Solutions, we focus on your business processes to:

- Reduce Repair Costs with Ongoing Maintenance and Diagnostics
- Improve Facility Efficiency
- Lower the Risk of Unscheduled Downtimes
- Maximize Product Investment
- Increase Product Longevity

From the broadest product line in the industry comes the most specialized line of service.

Expert supervision, plus best-in-class training and support for your maintenance staff – At the point of start-up and commissioning, your team has much to facilitate. In the hands of Chromalox Certified Technicians, you will save time and know that your product was installed correctly — ensuring proper optimization and increasing overall efficiency.

System optimization through detailed service reports – Plant assessments audit all of your equipment for effective heating systems and optimizes efficiency. Our findings and recommendations result in improvements in safety, efficiency, performance and cost savings. Additionally, many of the improvements we recommend can be implemented by our team under the variety of our service offerings.

Pre-empt potential issues by tracking trends over time – Even if you don't have the resources to watch over every piece of equipment every day, Chromalox Certified Service Contracts can identify problems before they even begin. An ongoing maintenance package provides the regular check-ups and oversight needed not only to resolve immediate issues, but also to identify potentially unwelcome trends in the equipment's performance.

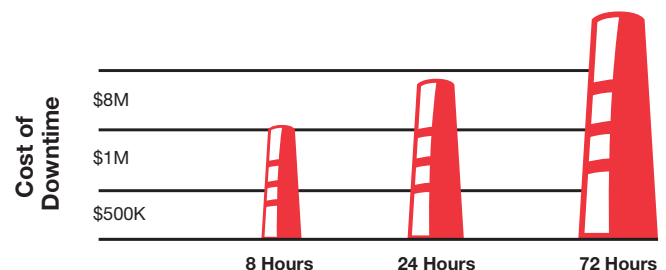
Prevent unscheduled downtimes – Through a series of pointed diagnostics, we maintain products and evaluate their efficiency not only as individual pieces of equipment but also as a whole system, extending the life of your valuable investments.

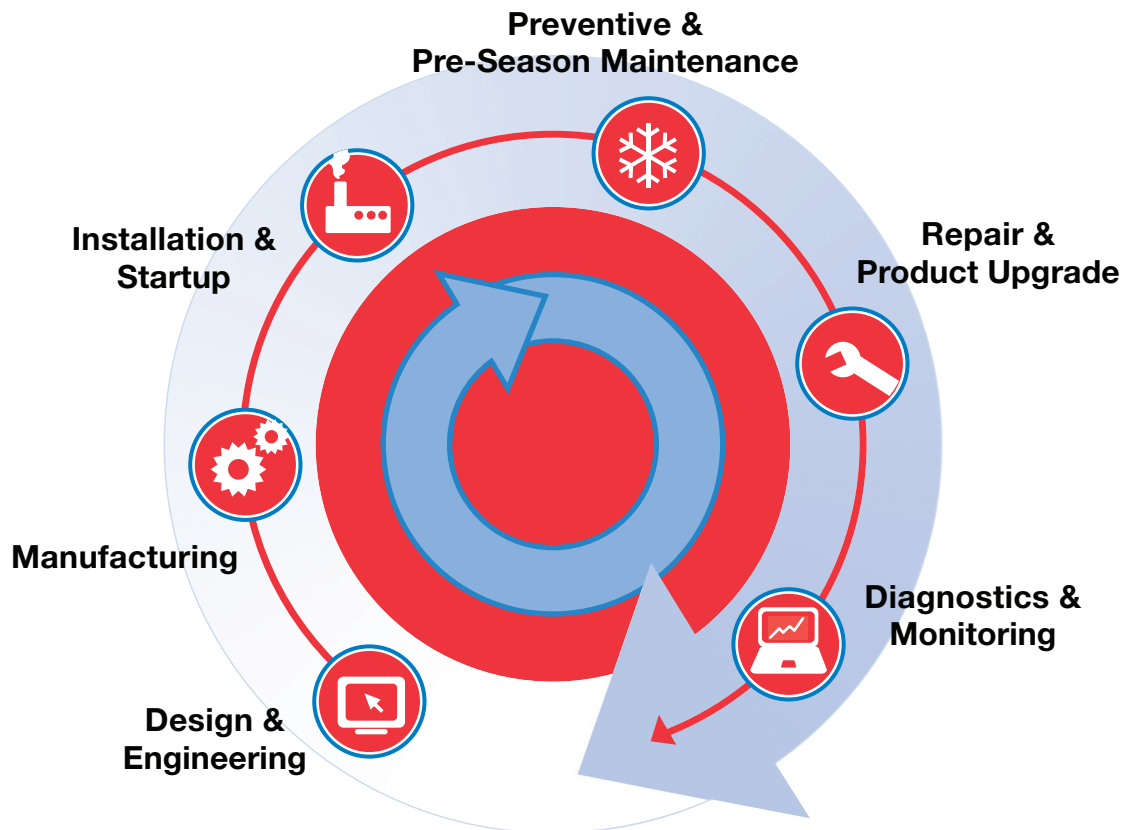
Fast, dependable repairs as soon as you need them – Whether we identify issues through an assessment or you already know a repair is needed, our Factory Repair Services offer you peace of mind when you need it most. If you are already experiencing downtime, you don't have a moment to lose. We focus on first time fix providing dependable service.

Cost of Downtime

Recent studies have shown that in many industries, the average cost of downtime can be staggering. By adhering to a regular maintenance and service schedule, you have the opportunity to invest in your equipment in a way that has definitive returns.

It is estimated that unscheduled downtime can cost up to \$1 million per day in industries with critical applications and processes.





We support you through the entire product lifecycle.

Our customized service solutions will maximize and extend the overall lifecycle of the product – from installation to maintenance, to repair and upgrades.

Chromalox offers the most robust, rigorous and technologically advanced methods of testing and inspection industry-wide. This attention to detail, supported by our highly trained technical support personnel, has earned us more global third-party approvals than any other manufacturer.

SERVICE SOLUTIONS

Expert Technicians: Chromalox Certified Technicians are armed with product knowledge and troubleshooting solutions to maximize performance. The responsiveness of our fix and repair services help to ensure that your operation is up and running quickly.

Service Contracts: Chromalox Service Contracts deliver efficient emergency response and preventative maintenance, helping to eliminate problems before they arise.

Call Center Support: Call 1-800-368-2493 for product service support 24 hours a day, 7 days a week. A representative will provide you with clear direction to assist you in your service needs.

Parts Availability and Parts Planning: Chromalox maintains an inventory of nearly one million items. We stock the right part to support your critical process needs and can design a parts strategy that is customized for increased system reliability.

Training: Our technicians are proven experts, with an expansive knowledge of the inner workings and functionality of our products. We will help acclimate your staff with the intricacies of your new system, demonstrating product features and capabilities, key operational techniques and overall safety to keep your system running smoothly all day, every day.

Cold Weather Readiness: Cold weather can be a strain on much of your system's equipment. Proper pre-season planning and preventative maintenance is essential to avoid problems that may lead to unplanned downtimes. Chromalox will create a package that meets your specific needs, recommending steps that correlate to the products in your facility as well as your entire system.

CHROMALOX WORLDWIDE LOCATIONS



• Sales Offices
■ Manufacturing Facilities

Chromalox Headquarters

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