

CUSTOMER SERVICE

Commissioning, maintenance, repair, retrofitting



We create a good indoor climate.

MENERGA – CUSTOMER SERVICE

How we ensure a good climate

You have chosen a device with exceptional product characteristics from Menerga. In addition to your requirements for product quality and technical capabilities, you expect perfect customer service to be competently and reliably available to you at all times.

With its customer service team, Menerga offers you the right concept. Our service technicians are excellently trained, highly motivated, and are experts in all matters of commissioning, maintenance, retrofitting and other customer service tasks.

We are also onsite whenever a device produced by another manufacturer requires maintenance or repair.

We are continuously striving to improve these services and gear them towards customer requirements. Accordingly, our strict quality assurance ensures constant optimisation.

More precisely, this means that Menerga supplies tailored concepts for everything to do with customer service, providing a solution for virtually every requirement related to refrigerating, air conditioning and climate control systems.

We are there for you throughout Europe. Just contact us. More detailed information and contact details are also available under www.menerga.com.



Menerga is represented throughout Europe



Service-Team



Plant diagnosis with state-of-the-art technology



Service fleet





Service and maintenance by trained specialist personnel

BENEFITS

- Almost 100 mobile service engineers (> 30 in Germany) and a supporting service staff of 40 in our offices (nine in Germany) offer comprehensive customer care throughout Europe
- Commissioning of new systems, periodic equipment maintenance, repair work, stock-holding and supply of wear and replacement parts
- Documentation of the equipment service life history by means of data logging includes: trial run at the workshop, commissioning report, running measurement reports, replacement part deliveries, service reports and contacts
- 24/365 service hotline – available around the clock. Technical advice and support in the event of faults – even at weekends and on public holidays (in Germany)
- Refurbishment and optimisation of old systems
- Option of accessing the system DDC via modem in order to make a remote diagnosis
- Remote maintenance of the regulation and control technology by modem access
- Maintenance contracts, including optional insurance of the material, against a fixed price and with a term of contract of up to 10 years (in Germany)
- Maintenance and repair of air conditioning units from other manufacturers
- Competent advice in all matters related to air conditioning and refrigeration engineering, and in the individual agreement of customer service concepts
- Numerous special competencies, e.g. maintenance of fire dampers in accordance with VDS regulations (German Association of Property Insurers) in HVAC systems, hygiene inspections in accordance with VDI 6022 (Association of German Engineers standard), without high additional costs (in Germany)



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