



Pulsed
Electric
Field
Systems

Service Options

SafeJuice™ SmoothCut™ PEF Pilot™

Elea offers a wide range of service options, including:

24 / 7 / 365 Emergency Support

As part of our service contract we supply each customer with round the clock technical support

Yearly replacement kits

During the yearly planned production shut-downs it is critical that all parts are available for maintenance. ELEA offers guaranteed on-time delivery of the complete replacement kits that would allow the local service technician or ELEA service engineers to maintain the machines in the shortest possible time.

Proactive Maintenance Programs

Depending on the machine model and type of application, the maintenance program can be tailored to your specific needs and thus optimize performance. The ELEA preventive service inspections are designed to put our customers at ease with respect to our products. Production uptime is maximized by conducting the inspections in conjunction with a proper maintenance schedule and the replacement of parts as necessary. The ELEA customer service department can assist you in determining the schedule best suited to your needs.

Original wear & tear parts

Original ELEA service parts are manufactured using the highest quality materials and made for continuous operation and maximum performance in all our machines.

Service Contracts

By having a ELEA service contract, our ELEA service engineers will work closely with you firstly to determine your requirements and then offer a suitable solution for you to integrate into your maintenance program as applicable on site. The service plan will be well prepared and will act as the basis of a maximized performance, optimum efficiency and low running cost. After all, it is all about 'cost of ownership', 'capacity' and ultimately 'yield'. The Proactive Maintenance Programs are part of the Service Contracts

Remote Monitoring

Optionally the ELEA PEF-systems can be connected for remote diagnostic and support by our Customer Service Department. For this option, ELEA can offer a specific package.

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Performance Care (System Calibration)

It is highly recommended that the systems are annually inspected and verified for correct calibration. The annual calibration will include a verification of the safety interlocks used with the system. This would be carried out as part of the ELEA Proactive Maintenance Program.

In-house equipment / product test as well as product development programs

Using our extensive test facilities allows ELEA to assist customers test current as well as develop new products using ELEA's Pulsed Electric Field technology. Additionally we can offer product development programs that allow customers to create or maintain competitive advantages.

Knowledge & training programs

Investment in training of your maintenance engineers and operators will ultimately result in well trained and skilled personnel allowing the best possible system operation and performance, i.e. yield, settings, up-time and safety. Experienced and well-trained staff are essential for your success. ELEA offers in-house as well as on-site training tailored to your specific requirements.

Performance Care Upgrade Program

Advice and assistance concerning future modifications and upgrades. This is applicable for both hardware and software modifications. As part of the Service Contracts, any software updates are included. Should you have any further requirements we would welcome your feedback to enable us to provide you with the best possible all-round service.





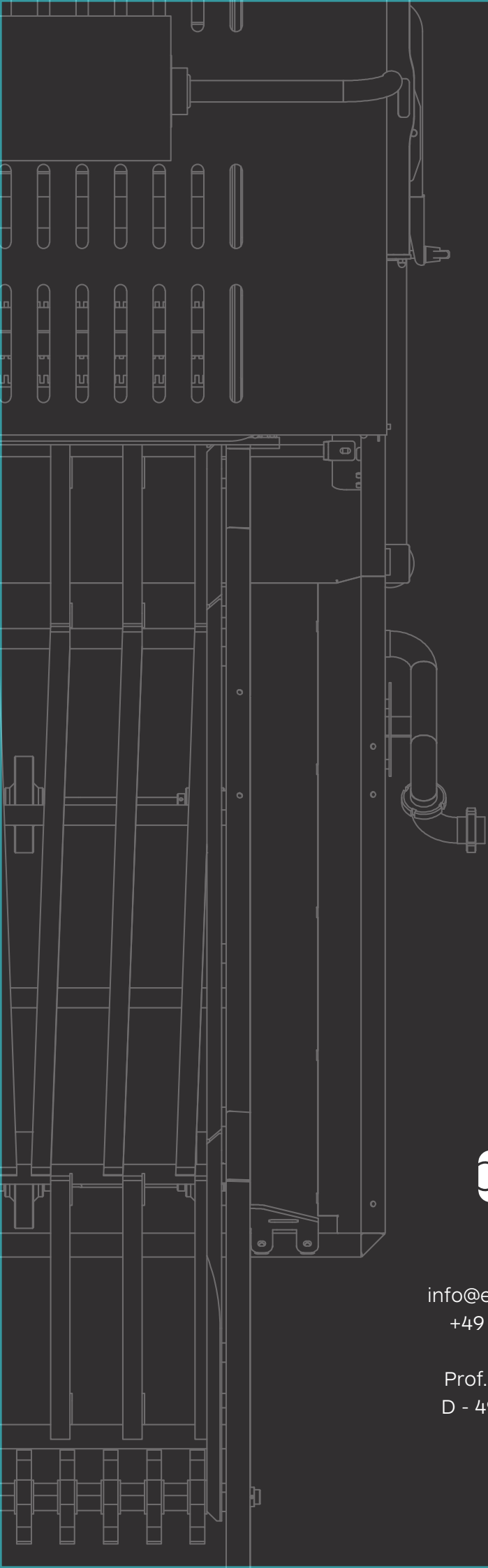
GLOBAL SUPPORT & INSTALLATION

We offer a full support service around the world – our highly skilled technical team provide full installation and maintenance.

Elea PEF systems are designed to be compatible with any control system and are fully accredited and certified for regional installation anywhere in the world.

Elea supports the option for remote monitoring services and maintenance. As part of our service contract we provide each customer with around the clock technical support.





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