

CUSTOMER SERVICE

TECHNICAL SERVICES FOR YOUR ASPHALT-MIXING PLANT

MAXIMISE YOUR PERFORMANCE

150



Years of
Innovation
Since 1869

AMMANN

AMMANN EXPERTISE SERVICE WITHOUT COMPROMISES

Ammann offers service packages to ensure that all required maintenance is carried out promptly. This keeps your plant efficient and protects against premature wear that can result from inadequate maintenance. You can choose from several service packages. If you prefer, an Ammann representative can visit your plant and work with you to arrange a maintenance schedule that meets your specific needs.

MECHANICAL MAINTENANCE

This service is intended to keep your plant running and productive at all times. Mechanical service inspections also detect potential difficulties before they develop into full-blown problems. This service can be carried out between one and 10 times each year, depending on your needs.

SERVICE WORK

- Check mechanical plant components for wear and functionality
- Ensure that mechanical safety equipment is installed and functional
- Evaluate pneumatic system and connecting lines
- Complete minor repairs directly on site

CUSTOMER BENEFITS

- Problems are identified at an early stage
- Critical conditions are documented and necessary steps are recommended
- Wear is documented
- Malfunctions are repaired immediately
- Up-time is optimised
- Your plant's value is preserved

CALIBRATION SERVICE

Correct calibration is essential for consistent production and quality. This service, which covers the weighing system, is completed every one or two years.

SERVICE WORK

- Visual inspection and calibration of weighing systems

CUSTOMER BENEFITS

- Quality assurance
- Includes performance of the test cycles required for quality control
- Potential malfunctions are eliminated before damage can occur
- Standardised inspection procedures and tools minimise costs



ELECTRICAL CHECK

Potential electrical issues often go unnoticed. The modern measuring instruments used for this annual check make it easy to detect malfunctions at an early stage – so they can be rectified at considerably less cost. This check includes the electrical installation as well as the control and distributor cabinets.

SERVICE WORK

- Visual inspection
- Check safety equipment (emergency stop, pull cord)
- Monitor motor power consumption
- Measure electrical insulation values
- Evaluate heat generation in switchgear

CUSTOMER BENEFITS

- Your electrical installation is always up to date
- Safe and reliable switchgear
- Improved fire protection
- Potential fault sources are located and suitable preventive measures are implemented
- Improved plant uptime
- Preparation for inspections required by law

FILTER CHECK

This comprehensive check includes leakage tests on the filter elements and filter housing, and cleaning of the filter sections. The benefits: optimum filter performance and long plant lifetimes are guaranteed.

SERVICE WORK

- Inspect cleaning mechanism and locate leakage points using the fluorescent detection test
- Check filter bag position
- Complete internal inspection of raw gas ducts and clean as necessary
- Evaluate pre-separator
- Monitor measuring equipment
- Examine discharge screw
- Review discharge component/tipping flaps
- Inspect fresh air flap
- Check inspection hatches

CUSTOMER BENEFITS

- Environmentally-friendly plant operation
- Compliance with legal emission requirements
- Early detection of wear



BURNER MAINTENANCE

Performed every one or two years, this service helps to cut costs thanks to reduced energy consumption, lower operating expenses and improved plant protection. The service includes industrial burner maintenance and other work.

Ammann offers three different burner maintenance packages:

BASIC

- Clean burner parts
- Check measuring equipment
- Review electrical components
- Measure burner emissions in operating mode

ADVANCED

BASIC package +

- Visually inspect drum pipe
- Check function of automation and safety components
- Monitor gap dimension on metering gate (BCD)

EXPERT

ADVANCED +

- Measure burner emissions in multiple operating modes
- Conduct a preliminary review of power and emissions
- Support for official measurements

CUSTOMER BENEFITS

- Minimise burner emissions values
- Lower risk of malfunctions
- Reduce energy consumption and the associated costs
- Extend burner life through targeted maintenance
- Prepare for emissions testing



DRUM MAINTENANCE

Maintenance of dryer drive, supporting rings and driving rollers

- Visually inspect dryer
- Adjust drums
- Turn (plane) support rollers
- Grind supporting rings

CUSTOMER BENEFITS

- Longer dryer lifetimes
- Reduced drum wear
- Prevention of damage to drum



24-HOUR TROUBLESHOOTING

Ammann will assist and advise you in case of unforeseen malfunctions on the as1 Control System. Our hotline has one purpose: to keep your plant running. You can play a key role in preventing plant downtime by adhering to proper maintenance intervals.

As an added benefit, Ammann guarantees delivery of spare parts for all systems covered by the maintenance agreement for 5 years after commissioning.

If our online service cannot solve the problem, Ammann will send a technician from the nearest Ammann branch.

SERVICE OVERVIEW

	TRUBLESHOOTING VIA REMOTE MAINTENANCE	24 H AVAILABILITY	PERIODIC REMOTE MAINTENANCE VIA REMOTE MAINTENANCE ACCESS	PERIODIC MAINTENANCE ON SITE	TRAINING
PERIODIC ONLINE	✓	✓	✓		
PERIODIC ON THE SPOT	✓	✓	✓	✓	✓

REGULAR REMOTE MAINTENANCE

- Remote troubleshooting
- Periodic remote maintenance via remote control
- Necessary updates and service work
- Analysis of event logs

CUSTOMER BENEFITS

- Annual inspection of all computers covered by the maintenance agreement
- Your systems are properly updated to ensure top performance
- Pre-emptive/predictive hardware inspection
- Online maintenance is included
- Annual report is generated

REGULAR ON-SITE MAINTENANCE

In addition to online maintenance, we offer regular inspection, cleaning and replacement of faulty or worn parts, filter mats and fans. Any issues that are uncovered are remedied and documented.

CUSTOMER BENEFITS

- Identifies potential wear on hardware
- Stabilises system for the next operating cycle

For additional product information
and services please visit:
www.ammann.com

