



Innovative Power Transmission



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# Service

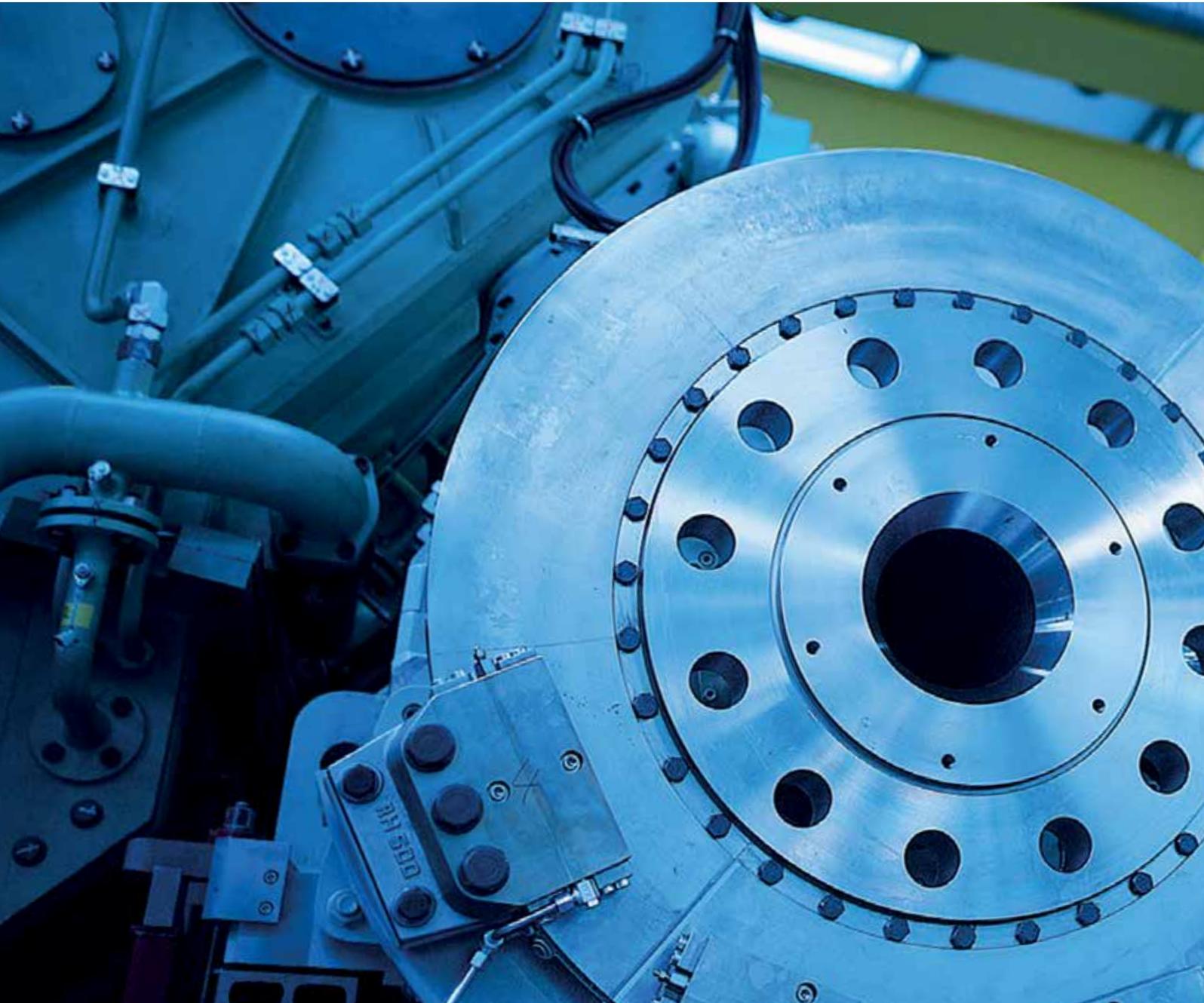
OEM solutions for your success



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# The finest service. At your service

Our strategy is very simple: to provide service of exceptional quality to ensure the full availability of your systems throughout their life. A service that protects your capital assets. Day after day, around the clock, around the world. A strategy we pursue with profound passion.





## **Your needs. Our benchmark**

For over 140 years RENK has epitomized progress, assurance, and dependability.

Whenever you, our customers, need support – it's instant and instantly provided. Maintenance, repair or upgrade – performed with one objective in mind. Getting the job done as quickly as possible.

And that's why our service people apply all their knowledge and experience in addressing your needs and providing a service performed with maximum flexibility and dependability.

Our custom-tailored service packages help your equipment work longer. We enhance its lifelong availability by supplying quality and without any hassle the right parts, and by carrying out all the necessary work.

We are forever fine-tuning our service system, day after day. To ensure faster parts shipments, service that sets us apart, and quality and safety standards that apply throughout the world.

Service from RENK. Sure. Knowledgeable. Dependable.

## **Absolute quality. Comes as standard**

We aim for ultimate standards of dependability. To this end, our service people apply all their knowledge and skills. On your behalf. Day after day.



## **Technical advice**

### **Customized solutions**

Key ingredients in the success of your business are efficient processes, outstanding quality, service and logistics, all backed up by foremost technology.

We provide advice closely tailored to your needs and the best-possible support.

We determine and analyze your specific needs and then let you have a commitment regarding the time needed to complete the project – all within a transparent cost structure.

Our services include preparing project studies, proposing solutions, listing engineering specifications and compiling all the technical documentation.

So you can be sure about your own financial commitments.



## **We're there at your side. For the lifetime of the equipment**

Our experienced service team will provide you with outstanding technical support throughout the life of the equipment.

You benefit from our expertise and ongoing product refinements as well as from the innovative resources backing the RENK brand.

You gain from knowledgeable advice on all the relevant requirements – whatever the equipment, whatever its age. So that this equipment will work dependably and profitably.



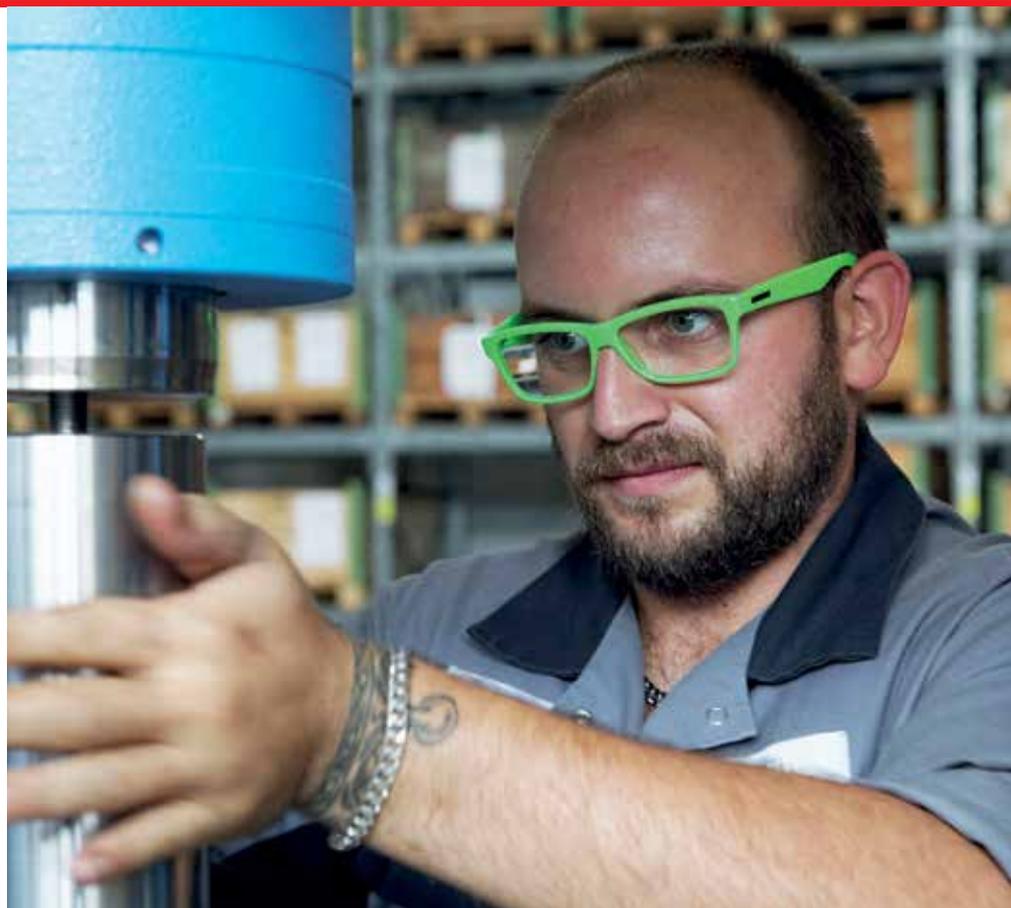
## Services on your site

### Installation support

RENK has highly skilled specialists for on-site assistance and advice regarding the installation of your gear system. We can take over the planning and execution of all the work required in first-time installation, commissioning, inspection, and maintenance.

RENK technicians first assemble your system here at our plant and then assist you in installation and commissioning on your premises. The experience gained at our plant is exported to the “field,” our “field experience” imported into our products. Our field service engineers are outstandingly trained and closely familiar with our types of gear units and systems. They ensure state-of-the-art gear-engineering support.

Our superintendent can also enlist a crew of additional technicians or assistants; his presence is perfect for port- and sea-testing of complex marine or analogous stationary installations.



## Maintenance. Protect your plant

Going for the right strategy in the maintenance and upkeep of your equipment is the key to ensuring its availability. Such a strategy offers abundant opportunities to save and prune costs.

We help you identify potentials in maintenance strategies and costs so that savings and efficiency enhancements can be achieved by extending equipment longevity and maintenance intervals. All in the interests of added reliability. Fast and dependably. Knowledgeably and sure.

Not only do you get a comprehensive technical service, we also submit proposals for possible improvements and upgrades – transparent and budgetable. For optimum equipment maintenance.

Our service staff handle your inquiries in no time at all and provide the highest-possible quality – worldwide. You can be sure that your equipment will always be state-of-the-art.

### M&R contracts

Our maintenance contracts transfer to us responsibility for carrying out the necessary work.

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## **Worldwide support**

### **Repairs. For your productivity**

Our experienced service engineers carry out repair work worldwide and thus allow you access to state-of-the-art technology that protects your capital assets – anywhere, anytime.

Perfect planning, the availability of professional personnel and all the parts and special tools required make certain that the work proceeds smoothly at every stage. On-time completion to your satisfaction is just as assured as a transparent breakdown of costs.

Our experience lets us keep servicing time short and maximize the availability of your equipment sure and dependably.



## From old to new

Gear units that over decades have been doing a dependable job can be overhauled by our highly skilled assembly experts. Depending on the type of gear unit, its use and size, you decide whether to overhaul on your premises or at the RENK plant. Our customer support will gladly advise and assist you in making a decision that is best and most economical for you.

On completion of the overhaul, the gear unit can return to long-term work with no restrictions. Our specialists are, of course, available for reinstallation and recommissioning on your premises.

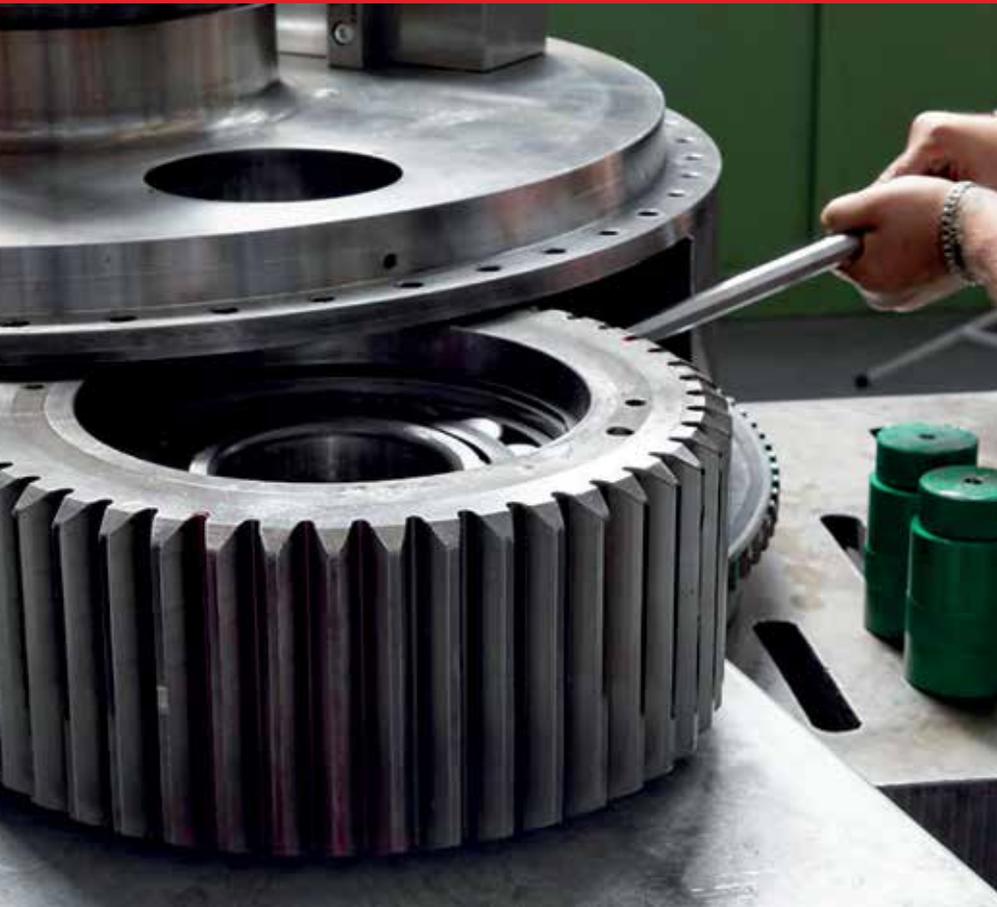
## Warranty

RENK gives a **12-month warranty** on all repaired, overhauled or modified complete gear units or their individual components.

After equipment testing, a warranty extension can also be agreed upon.

# Inspection/overhaul

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## Inhouse service process

RENK's inhouse service process consists basically of two steps:

### Step 1: Findings

On arrival, the gear unit is disassembled, all the parts are cleaned and undergo a thorough appraisal. The next measures are then laid down and carried out. On the basis of the results, the findings are documented and a proposal for repairs and/or overhaul is submitted.





## Step 2: Repairs

After customer approval, the measures described in the inspection report are then carried out. Once the gear unit has been reassembled it is put through its paces on our test rig. Prior to corrosion protection and shipment, the unit can be repainted as requested by customer.

# Fast. Knowledgeable. Dependable

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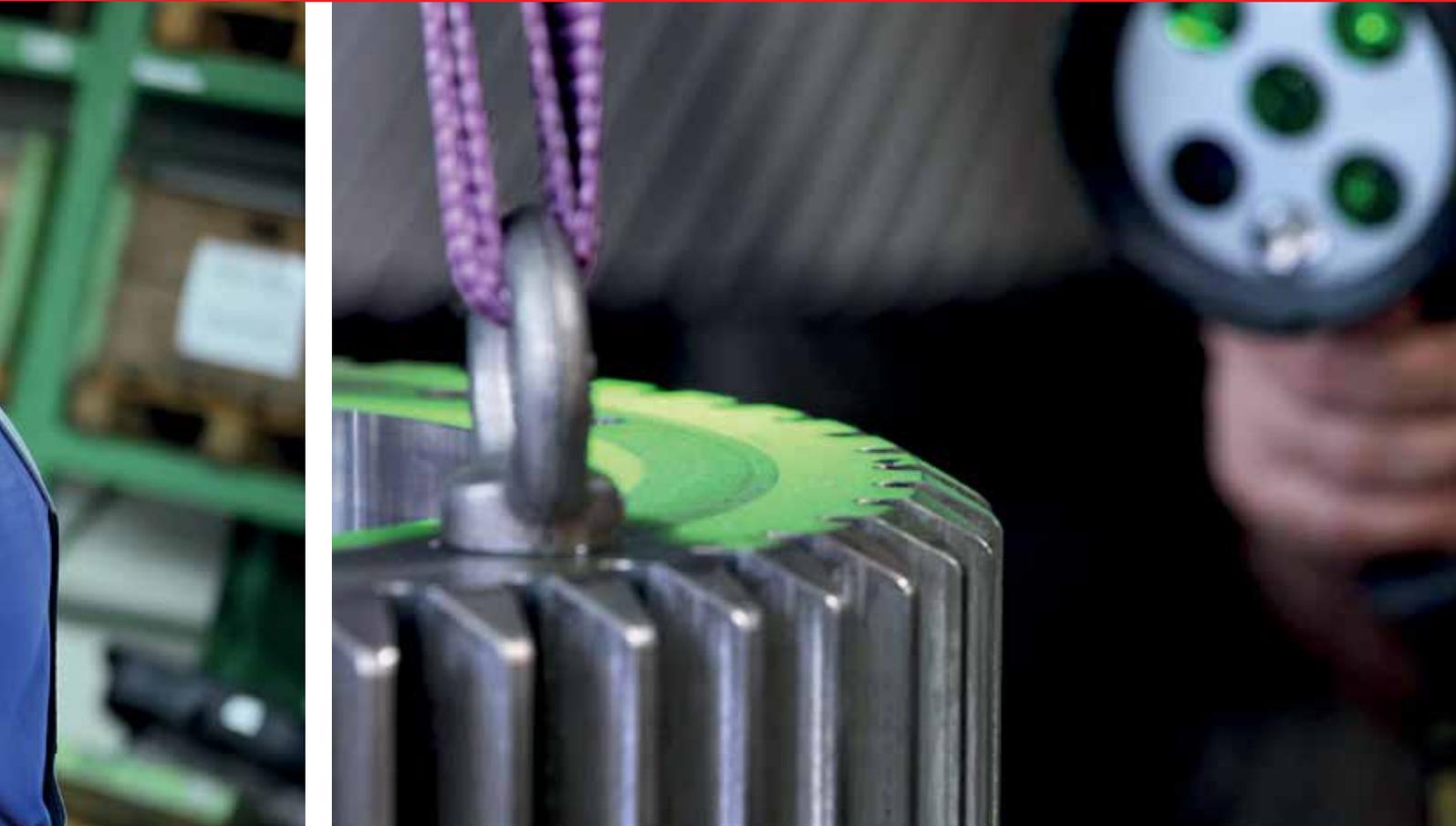
## Diagnosis

### Tooth volume testing

Our materials testers specialize in nondestructive testing; they are certified to DIN 473/ISO 9712, and have undergone outstanding training in their discipline. We're thus able to detect and analyze possible defects in tooth volume, cracks in the tooth surface, and bonding or surface irregularities in the slide bearing coating. Ultra sound, magnetic powder and dye penetration are among the testing techniques we use. Mobile or portable measuring devices allow tooth volume tests to be carried out on the premises of the plant operator.

### Instrumentation

RENK's instrumentation team logs the condition of your plant on your premises. After a thorough analysis of the measurements we then submit recommendations on upkeep and maintenance work so that your equipment can continue operating for years on end. This much reduces the risk of sudden failures. Our instrumentation engineers specialize in complex vibration and acoustic measurements, finding solutions to and reporting the related problems. If desired, we can also install our RENK RENK *VIB*Monitor data monitoring system that permits round-the-clock remote analysis of your plant.



## Always a step ahead with us

RENK can upgrade your system to state-of-the-art technology: by retrofitting electronic controls, replacing outdated hydraulics or fully reengineering the hydraulics.

An upgrade will include installing the newest PLC control systems for the gear units.

- Monitoring the complete control logic, all operating modes and equipment items
- Analyzing the measurements from all the temperature, pressure and vibration sensors, recording the condition of the components
- Touch screen interface
- Checks using a BUS system for marine and industrial gear systems

# Rejuvenation

# Parts supply

## Open-ended. For as long as your equipment lasts

Whether routine maintenance or complete overhaul, you can be sure of our utmost dependability and readily having all the necessary parts. Throughout the life of your equipment.

As original manufacturer, we supply parts of the same high quality as the originals. They come with extensive warranties and hence the certainty that your systems will always be operating dependably and to state-of-the-art technology.

An R&D spin-off is that the engineering know-how and related improvements flow into the production of parts for existing systems. In this way, system performance is enhanced, significant energy savings and prolonged life are the bottom line.

### OEM

In the form of RENK's inspected and genuine OEM parts you can be sure of getting state-of-the-art technology – irrespective of whichever service package you opt for. And real value for money!

### Obsolescence management

In the event of the non-availability of subsystems, we guarantee replacements featuring the newest components.





## Sharing our knowledge. With you. For your success

We put together training and certification programs individually tailored to your needs and applications to ensure a constantly high level of employee skills. Training sessions are conducted by our knowledgeable specialists – backed by longstanding experience in the design and production of propulsion systems and expertise in plant operation.

The operational reliability of your equipment hinges on the skills and qualifications of your human resources. In the course of our training sessions during which they acquire the necessary knowledge, we deepen their understanding of operational interactions and interrelationships with a view to reducing M&R costs and promoting the efficiency of your production plant.

Employee training is an investment in the protection of your capital assets – by identifying at an early stage and then remedying any critical operating conditions. With their detailed knowledge of expert maintenance, inspection, cleaning and conservation work, trained employees reduce plant malfunctions and prevent production outages. These individually compiled training sessions make certain that your employees keep your systems working to maximize utilization of your plant capacities.

Win-win.

# Training courses



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