

CUSTOMER SERVICE

Our Team is at your disposal from our Headquarters near Milan and coordinates qualified personnel ready to intervene in any part of the world.



Customer Care

Customized solutions and top quality service!

NTE Process Srl

NTE Process is a single source provider of turnkey industrial plants and process solutions Industry 4.0 ready.

Innovative, patented and sustainable technologies: from pneumatic conveying for the handling of powders and granules to the best process solutions, such as pneumatic blending, solid-liquid blending, spray drying, drying, grinding, packing, milling, filtration and harmful emissions control.

NTE Scientific Hub

We offer our customers the opportunity to test our technologies directly on our 1:1 scale Test Plant.

We perform both scientific tests (fluidity, aeration, consolidation, etc.) and full scale tests (spray drying, drying, solid-liquid mixing, parallel processing, pneumatic conveying, etc.) to better simulate the output of each technology in real conditions and have a predictive analysis of the performance, energy consumption and all the details necessary for the correct design of industrial plants..



CONVEYING IDEAS,
INSPIRING SOLUTIONS,
BUILDING SUCCESS!

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CUSTOMER CARE

The **NTE Process Customer Care** has the primary objective of monitoring customer satisfaction by staying by their side during all phases of the order and, subsequently, assisting them in the after-sales process.

Site survey, qualified assistance, scheduled or extraordinary maintenance, original spare parts and many other solutions designed based on each specific need to ensure both proper operation over time and quality performance of the systems.

A single, proactive point of contact is at our customers' disposal to ensure the reliability and security of customized solutions and timely interventions.



Mobile Unit for on-site assistance

SERVICE & START UP

- » Supervision of mechanical and electrical installation
- » Start up and start up supervision
- » Training
- » System fine tuning
- » Remote teleservice
- » Detailed report release
- » Technical/process assistance
- » Software assistance



We perform commissioning of our plants worldwide.

We provide training with dedicated programs designed by our experts, accompanying customers to the full performance of the plants.

Our remote connection service enables third-party monitoring by NTE Process and support services based on 24/7 contracts and hot lines.

Multiple benefits derive from the assistance of our qualified technicians, including:

- ▶ Minimal downtime
- ▶ Minimal production losses
- ▶ Reduced costs in purchasing stock parts
- ▶ Risk management strategy.

Experienced technicians work daily to provide specific advice aimed at saving energy and decreasing operating costs with dedicated solutions and customized services.

MAINTENANCE

We provide our customers with the most qualified support through predictive maintenance and remote service packages.

This allows preventive action by avoiding accidental plant downtime and working on spare parts stock optimization with the following benefits:

- ▶ Continuity of production
- ▶ Reduced maintenance costs
- ▶ Compliance with quality procedures
- ▶ Operator safety.



- » Plant analysis
- » Scheduled interventions
- » Personnel training
- » Component wear control
- » Detailed report release
- » Continuous software update

SPARE PARTS

We prevent inactivity due to plant downtime that results in costs for lost production, waste and damage by providing, for each plant, spare parts lists classifying each component into:

- ▶ capital spare parts
- ▶ wear spare parts
- ▶ spare parts with long delivery times.

Thus, it is possible to easily identify spare parts to keep in stock with the following benefits:

- ▶ Minimal downtime
- ▶ Minimal production losses
- ▶ Reduced costs in purchasing spare parts in stock
- ▶ Risk management strategy.

- » Parts wear status analysis
- » Spare parts stock optimization
- » Supply of original spare parts
- » Availability of spare parts in stock
- » Updating spare parts lists following item coding changes
- » Improving spare parts/components



OUR SERVICES

REGULAR, PERIODIC OR PREDICTIVE MAINTENANCE:

- Optimization of plant operating conditions
- Decrease in breakdowns due to component wear and tear
- Reduction of any plant downtime.

PLANT ANALYSIS AND SITE SURVEY WITH SITE MANAGEMENT SAFETY:

- Specialized consulting
- Risk analysis and reduction of operating costs and potential risks to operators
- Technical proposals in order to improve the functionality of the systems.

MECHANICAL AND ELECTRICAL SUPERVISION AND INSTALLATION, INCLUDING REMOTE/TELE-ASSISTANCE:

- Decreased risks related to incorrect monitoring
- Continuous support, even after start-up
- Continuous support all over the world.

TECHNICAL, PROCESS AND SOFTWARE SUPPORT:

- Decreased energy consumption
- Process optimization
- Continuity of production
- Software upgrade for key indicator management and predictive maintenance

SPARE PARTS MANAGEMENT AND WEAR ANALYSIS:

- Breakage prevention
- Inventory management
- Reduction of plant downtime.

PERSONNEL TRAINING:

- Improved plant management
- Quick intervention, including remote support.



Qualified technicians and timely service