



Alfa Laval Troubleshooting for Smit inert gas system

Fast and effective guidance to minimize downtime



Your inert gas system's operation is vital to the safety and operation of your vessel. Remote troubleshooting from Alfa Laval specialists can help your crew resolve performance or technical situations issues before they lead to critical situations.

What we do

Alfa Laval provides dedicated telephone support for all types of Alfa Laval Smit inert gas system through a 24/7 service hotline. The support desk is manned by inert gas system specialists who have operational experience, which means they can provide practical troubleshooting advice and professional support in critical situations.

With guidance from our specialists, many issues can be resolved by your own crew. In other cases, the necessary spare parts or an Alfa Laval field service engineer can be dispatched directly.

Benefits

- Expert support in preventing critical situations
- Minimal inert gas system downtime
- Rapid assessment of spare part needs and deployment of a field service engineer if required
- Minimized cost – crew members can be guided remotely to solve problems themselves

How to contact us

You can contact our service support desk in the following ways for remote troubleshooting or to provide supporting images/documents:

- 24/7 service hotline: +31 24 352 3200
- E-mail: IGG.Service@alfalaval.com

Scope of service

- **Phone and e-mail support**

Remote guidance in dealing with inert gas system issues is available from Alfa Laval specialists.

- **24/7 service hotline**

Alfa Laval specialists are on hand 24/7 to resolve critical inert gas system issues by phone.

- **Call-out services**

If shown to be necessary, Alfa Laval field service engineers can be dispatched for onsite troubleshooting anywhere in the world, in port or during voyage.

Scope of supply

Troubleshooting support from Alfa Laval is available for all Alfa Laval Smit inert gas system:

- Alfa Laval Smit LNG/LPG (BUFD/BUCD)
- Alfa Laval Smit Combustion (FU/BU)
- Alfa Laval Smit Gas MEM
- Alfa Laval Smit Combustion Portable (Portinert)

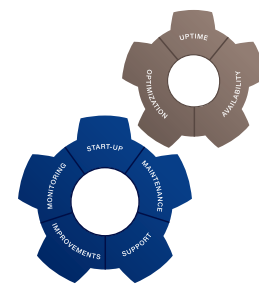


Other 360° Service Portfolio services for your equipment

- Alfa Laval Condition Audit for Smit inert gas system
- Alfa Laval Equipment Upgrades for Smit inert gas system
- Alfa Laval Spare Parts for Smit inert gas system
- Alfa Laval Training for Smit inert gas system

Extending performance with the Alfa Laval 360° Service Portfolio

Our extensive service portfolio offers all the services you need to ensure top performance, maximum uptime and operating efficiency from your Alfa Laval equipment throughout its life cycle. Our committed team's expertise and the availability of parts bring you peace of mind.



Alfa Laval reserves the right to change specifications without prior notification.

How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at www.alfalaval.com.