

Service & Maintenance

for Ex-p; Local Control Station and automation



Excellent Service

Our knowledge and our decades of experience in explosion protection are not only the basis for innovative and economical components, devices, and systems; they also form the basis for our worldwide after-sales service. Our global presence means that BARTEC is always there where our customers need support: with prompt deliveries, advice, and – last but not least – a strong local infrastructure.

Our experienced team is the guarantee for your system's operating reliability. We are available to you in every project phase – including the implementation of comprehensive large-scale projects.

With regular training on-site or in our own training facilities, comprehensive documentation, as well as a service hotline, we provide you with all-round security – that's how we define excellent service.

Service & Maintenance for:



Ex-p solutions



Human Machine Interface



Local control stations

Individual offer for maintenance, service and training

- Equipment maintenance
- Technical support
- Commissioning on site
- On-site service
- Exchange of spare parts and consumables
- Remote support
- Training on site, at our premises and online
- FAT (Factory Acceptance Test)



Regular service and maintenance for Ex-p solutions and Local control stations

Operators must be able to count on the continuous reliability and safety of their systems. Through regular maintenance and the exchange of defined wearing parts, you can extend the lifespan of your system and work more profitably.

Maintenance intervals:

- 1-year, 2-years
- Individual according to customer requirement

Replacement of spare parts and consumables

BARTEC's spare parts service includes a global network of spare parts suppliers. To guarantee productivity after the repair or replacement, we support you with absolute professionalism as well as flexibility at the highest level when procuring required spare parts.

An efficient repair is particularly important for high-quality systems. For this we use original replacement parts so that your system is quickly back in operation. You receive our manufacturer guarantee on the performed work and installed parts.



Remote Support

If you need support, but a visit on-site is not possible, BARTEC also offers remote support.

Remote support allows our technician to dial in to the device on-site if needed and assist you with troubleshooting.



Training on-site, at our facilities in-house and online

BARTEC offers you an individual training tailored to your system:

- Initial introduction to your new system
- Software update

Please contact us if you would like us to prepare an offer for you.



FAT (Factory Acceptance Test)

BARTEC can likewise perform a Factory Acceptance Test (FAT). For this, we provide the following:

- Testing and demonstration of the specific customer solution together with our customers.
- FAT protocol
- Project documentation

Maintenance contracts

BARTEC products are extremely robust and reliable. If you wish to have even more security, we recommend our BARTEC maintenance offer. With these you receive services at foreseeable flat charges, thus making your maintenance and operating costs plannable. Whether for your analyzers or for your software, whether with remote or on-site support – we define the right service package together with you.

- Plannable service- & maintenance costs
- BARTEC handles the scheduling of the agreed maintenance for you
- Reduced planning and monitoring costs for system operators
- Defined and comprehensive maintenance services

We look forward to hearing from you.
Your BARTEC service team.



BARTEC

BARTEC GmbH
Max-Eyth-Straße 16
97980 Bad Mergentheim
Germany

Mail: tvid-ess@bartec.com

bartec.com