



## ***AD-HOC SERVICE***

High precision and top flexibility – in an instant. That's what you can rely on through the Ad-Hoc Service Atlas Copco Gas and Process provides for your machinery.



***Atlas Copco***

# AD-HOC SERVICE

Atlas Copco Gas and Process' Ad-Hoc Service provides you with a solution that is reliable, fast, precise and flexible.

**A**ftermarket service ensures that your operation continues to run smoothly – now and in the future. With our global Aftermarket presence, we are able to respond quickly and comprehensively to your service needs: we call it Ad-Hoc Service.

You will benefit from Atlas Copco service engineers who know your machine inside and out. Equipped with decades of expertise and ongoing development into producing top-of-the-line aftermarket products, we are there for you – around the clock, around the world.

To ensure optimal performance, we interact closely with our customers – and keep a close eye on your operations. After all, your goal is our goal: avoiding downtime while maintaining sustainable productivity over the long term. That's why we focus on regular inspections and expert maintenance.

**Some of the key Ad-Hoc Service activities we bring to you are:**

- **Installation and Commissioning**  
Our professionals will guide the entire process from start to finish, ensuring that installation and commissioning blend seamlessly with all of your other organizational and operational procedures.
- **Maintenance and Inspection**  
Proper maintenance is critical for achieving optimal long-term productivity. By following our service schedules for regular inspections and maintenance activities, we are also able to

identify repairs and overhauls before they're required. This reduces unexpected downtime and consequently your costs.

- **Repair**

Depending on the given situation, we can perform repairs either directly on site or at one of our several Atlas Copco Repair Centers around the world.

### Instant 24/7 Support, Right When You Need It

In addition to our field activities, we provide you with professional technical back-office support through our 24/7 emergency hotline. Why? Because we understand that receiving service right away is sometimes critical for your operation. And, in many cases a phone call can resolve an issue right away – before that issue impacts your operations.

If your problem is more complex, and if troubleshooting on the phone isn't possible, a member of our Aftermarket team will arrive at your site promptly to investigate the issue firsthand.

With extensive hands-on experience and prior knowledge of your machine's documentation and operational role, they can identify the most effective way to solve any problems your machine might be experiencing.

Looking beyond the job at hand, our Aftermarket experts also receive continuous professional training. This means our solutions for you are always forward-looking and state-of-the-art for the industry.



## AD-HOC SERVICE BENEFITS

- Superior customer service around the globe
- Customized service provided by specially trained engineers
- Several decades of global experience and ongoing investment in know-how and technology
- Quality spare parts and maintenance options that ensure your processes are always running smoothly and efficiently
- Ad-Hoc Service is invoiced according to the actual days worked



**"We offer first-class customer service – whenever and wherever you need it."**

**Atlas Copco**

Find your local aftermarket contact at: [www.atlascopco-gap.com/service-center](http://www.atlascopco-gap.com/service-center)