



**Ipsen After Sales Services.
We're there, when you need us.**



Hard work wins



Our ambition: Quicker, higher, further.

There for you more quickly, offering higher quality than anybody else and helping you further with all our resources. That's how our customer service works. In emergencies, even seven days a week. And we also keep more in stock – with the largest spare part range in the industry.



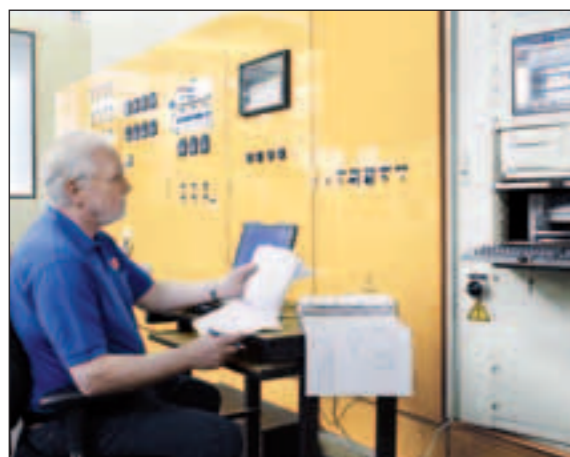
Scarcely any other engineering product lasts as long or works as reliably as one of Ipsen's industrial furnaces. To ensure this, we not only make the highest possible demands in terms of the quality of our furnaces, we also make them in terms of the quality of our service. We provide you and our furnaces with the best possible customer service, which means: excellent know-how, high operational readiness and perfectly organised spare parts supply.

Maintenance on the door mechanism of a vacuum furnace system.

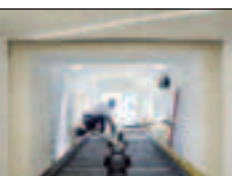


We ensure that every Ipsen furnace offers low operating costs, high operating reliability with a minimum risk of failure and a long service life. Not least, by offering maintenance contracts which are tailor-made to meet your individual requirements.

New software for an existing system – installation of a updated version of Vacu-Prof®.



The know-how of our technicians and fitters is comprehensive and particularly well founded, because at Ipsen all the employees from research, production and service work hand-in-hand. Thus at Ipsen, there is a continuous and intensive exchange of knowledge and experience relating to all areas of heat treatment – from classical furnace hardware with its auxiliary machinery such as washing installations or oil baths, right through to the latest software for process and production control.



Professional renovation of the refractory lining in an atmospheric furnace.



Everything you'll need once you've bought your furnace.

An overview of our complete service offer.

Ipsen Hotline
+49-172-2533910

Our service provision.

- 24/7 emergency service
- System inspection
- Remote service
- Repairs
- Modernisation

Our service hotline can be reached 365 days per year around the clock. In emergencies our technicians and engineers are able to work on site on a worldwide basis.

We take care of repairs.

Nothing is more annoying and expensive than time wasting interruptions to the production cycle. This is why speed is the very essence of our service.

Modernisation and conversions.

We can also adopt your systems to meet changing requirements, increase your capacities and bring you completely or partially up to the latest level of technology – all in the shortest possible time.

- Modifications to process control
- System conversions or expansions
- Renewal of refractory linings, muffles, heating systems, system controls
- Temporary shutdowns and recommissioning during moves

Our spare parts service.

Good, if they are quickly available. Even better, if they are available even when you don't need them: 10,000 spare parts in stock. No other industry supplier keeps such a comprehensive spare parts range. At the same time we have focused our whole logistics at a single target, the target of having the quickest possible availability. Whether its disposition, procurement, allocation or shipping of spare parts – everything is so perfectly coordinated that delays are almost impossible.

Maintenance provides reliability.

Continuous maintenance ensures reliable and efficient operation of an Ipsen system. With individual maintenance contracts, we can meet your expectations and requirements and provide inspection and servicing of

- Mechanical components
- Heating technology
- Transport systems
- Instrumentation, regulation and control systems
- Refractory linings

Further questions? Training and consultancy.

We are more than happy to share our know-how with your employees. Whether heat treating process knowledge or simple operation tips, we will advise your team on best practices and improve your throughput and performance.



A frequently in demand original spare part – the thermocouple.



Always at hand: A selection of important wear parts is always carried by our service vehicles.

About the company.

Ipsen – we deliver performance.

Ipsen stands for cutting edge heat treatment technology and systems. Few companies in the world have had such a decisive impact on the development of heat treatment.

For over 60 years Ipsen has been finding new ways of producing steel of ever improving quality using the company's innovative, proprietary technologies, such as the AvaC[®] process (low-pressure carburising), the SolNit[®] process (solution nitriding) and the recently developed HybridCarb process (gas carburising with recycling). Ipsen's offerings combine the highest performance with outstanding reliability, which perhaps explains why our furnaces and heat treatment equipment enjoy an excellent reputation

all over the world. Our customers work in automotive, aviation and aerospace as well as tooling, machining, medical and commercial heat treating.

Despite Ipsen's many important innovations, our focus is not solely on technology: in all we do, we aim to surpass our customers' expectations. We are not only committed to developing great technology, we are also passionate about providing quick, seamless and attentive service.



If you require further information or would like to know more about our company and the products we make, please contact us. We look forward to hearing from you!

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