

AND AFTER SALES...

CONTINUOUS CUSTOMER SERVICE

The concept of responsible business



...during the installation of Aluminium Rod Mill 5 tph.

For large scale durable equipment the availability of efficient Aftersale Service is one of the discriminant factors for extending the profitable life of the plant. For the last several decades Properzi's culture regarding Aftersale Service includes two main sectors of activities:

- The onsite technical audits
- The spare parts services

Both sectors include technicians and engineers with great experience. In particular, the Team of Technical Assistance is composed of 30 individuals including electrical/electronic engineers/experts and mechanical/process engineers.

Most are young, they are all motivated and well prepared, and they must undergo strict training before deployment in the field; Continuous-Properzi requires a minimum of five years experience.

From the moment of start-up and commissioning through the entire technical and/or economic life of the plant our Aftersale Service is in close contact with the customer to provide spare parts and/or technical consultancy.

Spare parts are the lifeblood of the plant and extending the technical life of the plant very much depends upon

the availability of spare parts. Especially during the first two-three years of plant operation we try to guide the customer in scheduling/managing their spare parts inventory as a function of the expected scheduled production so as to diminish the risk of facing urgencies and/or problems.

Yes, supplying a new plant for the production of non-ferrous commodities is not only Properzi's core business but an act of total responsibility and commitment where first class equipment must be accompanied by first class Aftersale Service; in essence it is a real "marriage" with each customer which lasts several decades!



...also during heavy work...
you can find a moment of lightness!