

# Discover the world of GEA GRADE Service

For your continued success



[grasso-adearest.com](http://grasso-adearest.com)

# Our Territories

GRADE - Always close to our customers



## List of territories for GRADE

OUR TERRITORIES	HANDLING OFFICE
United Arab Emirates	Adearest
Oman	UAE
Yemen	UAE
Palestine	UAE
OUR TERRITORIES	HANDLING OFFICE
Kuwait	Kuwait
Qatar	Kuwait
OUR TERRITORIES	HANDLING OFFICE
Pakistan	Pakistan
Afghanistan	Pakistan
Iraq	Pakistan
OUR TERRITORIES	HANDLING OFFICE
Morocco	Maghreb
Algeria	Maghreb
Tunisia	Maghreb

OUR TERRITORIES	HANDLING OFFICE
Egypt	Egypt
Sudan	Egypt
South Sudan	Egypt
Djibouti	Egypt
Eritrea	Egypt
Libya	Egypt
OUR TERRITORIES	HANDLING OFFICE
Jordan	Jordan
Lebanon	Jordan
Syria	Jordan
OUR TERRITORIES	HANDLING OFFICE
Saudi Arabia	Saudi Arabia
Bahrain	Saudi Arabia

# Key to Success

Improve the life cycle cost of your plant and equipment.

We work alongside our customers in close partnership, supporting throughout the full cycle of their plant and equipment to ensure lasting business success.

## Getting you started

We start as we mean to go on – a supportive and committed partner for life. We plan and build around individual needs and sharing process knowledge. Training employees and supporting operators get our customers up and running and ensure a smooth seamless ongoing service.



## Keeping it running

To ensure our customers benefit from their continuous processes with minimal unexpected downtime, we provide fast support, efficient maintenance and top-quality spare parts.

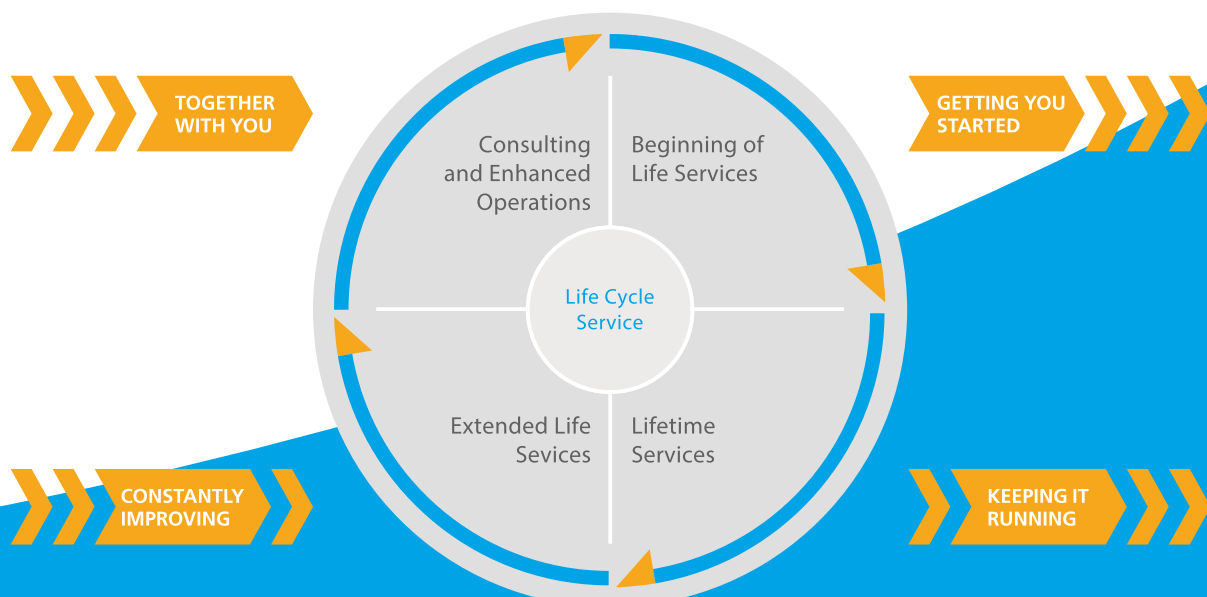
## Constantly improving

We safeguard our customers' investments by constantly looking ahead through modernizing and upgrading our equipment to meet changing needs and new market demands. We are always working to increase production efficiency and ensure peak performance.

## Together with you

Commitment to our customers and their business means investing in their objectives, risks and future success. We work close collaboration, providing ongoing system audits and on-site support through innovative new service models in order to generate improved performance.

Our four stage of continued success:



GETTING YOU  
STARTED

# Getting you started

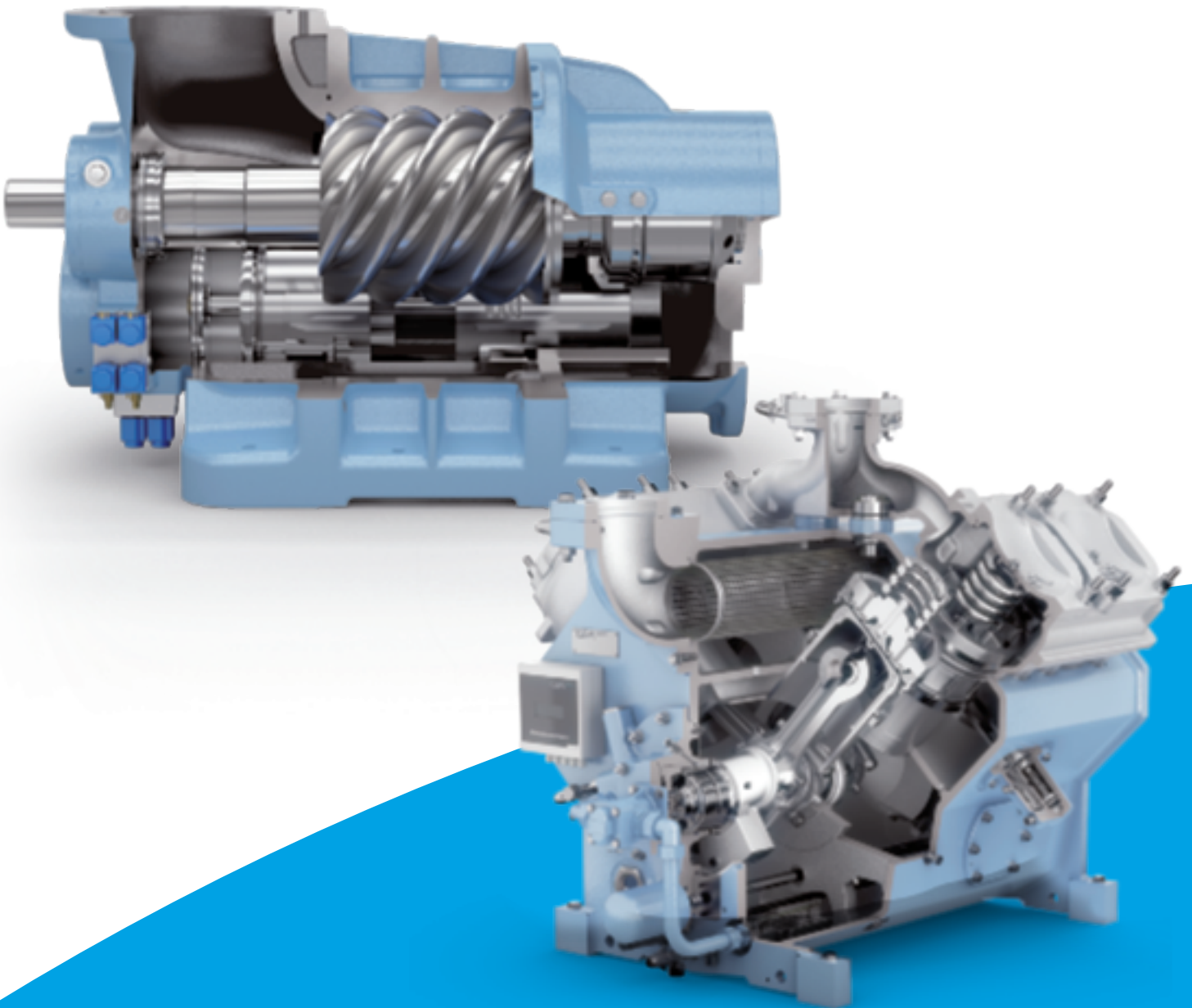
Seamless support for instant productivity and performance.

## Installation

Enter a partnership with a dedicated team of GEA GRADE service experts to guarantee the safe and efficient installation of your next plant. We will help you select the right equipment and design the most suitable plant layout to maximize efficiency and operability in a safe working environment. GEA Grade can provide a broad scope of expertise, reducing complexity and risks while giving you better cost control and accelerating your launch.

## Commissioning

Our skilled GEA GRADE certified technicians and have experience in most refrigeration processes. This allows them to set up your equipment and process lines in the most effective way for maximum safety, reliability and top-quality production output. By understanding the complete production process inside out, with a strong emphasis on interface competency, we can set up your equipment or process line in the most effective way. You can always expect maximum safety and production reliability from working with us.





KEEPING IT  
RUNNING

## Keep it running

The cost-effective way of ensuring safety and reliability.

### OEM Spare Parts and Components –The key to your success

Genuine spare parts from GEA GRADE provide you with the level of safety required to improve the efficiency of your plant. GEA GRADE customers benefit in numerous ways from our comprehensive and efficient spare parts service. Original spare parts from GEA provide reliability and protect your investment.

- Our high-quality spare parts keep you up and running at maximum efficiency
- Our original parts are manufactured to extremely high standards and come with a warranty
- Customized pre analysis of the critical spare parts, short delivery times and constant availability guarantee safe and reliable operation of your equipment at all times



Genuine GEA GRADE spare parts protect your investment by keeping you up and running at top efficiency and reliability. Each part is warranted to be manufactured to extremely high standards. Custom pre-analysis of critical machine parts, on time delivery and global availability ensure safe plant operation. GEA GRADE has its own stocks of spare parts that are available for clients' demands, ensuring a reliable movement of parts to all our customers in the MENA region.



## KEEPING IT RUNNING >>> Keep it running

The cost-effective way of ensuring safety and reliability.

### Corrective maintenance – Responsiveness with 100 % efficiency

Our maintenance and repair services are held up to OEM standards. We carry out repair work throughout the MENA region while keeping in mind the complexity of plant operations. Our maintenance and repair service teams are always at your disposal.

- Know-how of the original manufacturer
- Highest safety and functional standards
- Maximized plant availability



### Preventive maintenance – Benefit from continuous production

GEA GRADE's preventive maintenance programs keep your equipment operational and extend service life. Time-based servicing costs less than fault repairs. We understand the need for continuous plant operation in today's business environment. Our global specialists are always on hand with up-to-date equipment and process know-how to ensure the continued operation of your plant.

- Optimally maintained machines
- Maximum operation / production reliability
- Optimized product quality





# Constantly improving

Sharing our knowledge to safeguard your investment.

## Upgrades/ Modernization/ Optimization – Boost the potential of your equipment

We are continuously looking for new ways to improve your processes and equipment. When market conditions or new regulatory standards require you to upgrade or modernize, we are here to support you in the change to reduce energy, cut costs, adapt output or enhance safety. We share with you our know-how to design the right innovative solution – ensuring performance and reliability.



## Predictive maintenance – Bringing more insight and performance to you

Predictive maintenance programs such as GEA Performance Plus ensure availability with an intelligent and economical approach. Constant access to past and current data gives you full control over the entire process cycle to identify and prioritize required maintenance activities ahead of time:

- Optimized maintenance interval scheduling
- Clearly visible status information
- Minimized unscheduled downtime
- Optimized plant safety and availability



## Factory-rebuilt Equipment Rebuilt without compromise, proven productivity

Factory-rebuilt equipment from GEA GRADE is efficient, reliable and quickly in place with an extended service life. Because the machines were manufactured by GEA GRADE, we have the expert knowledge to prolong their efficient and safe operation. Unique benefits favor GEA GRADE rebuilt solutions:

- Service reconditioned equipment
- Faster delivery than new machine
- High cost/performance ratio
- Original manufacturer's know-how, safety, quality, performance and warranty







## Together with you

Enduring commitment to you and your business.

### Performance contracts – Welcome to your continued success

An excellent machine is one thing, the right service is another. Performance contracts from GEA GRADE avoid cost traps and offer service packages focused on availability and cost control. Inspection, maintenance and monitoring services supplied by GEA GRADE across the entire plant life cycle, offer distinct advantages including:

- Higher availability of the machine
- Reduced standstill times
- Optimized machine operation
- Maximum planning reliability

### On-site project support – Make expertise work for you

Meeting entirely new demands calls for greater expertise than simply replacing a key part. GEA GRADE's engineers understand the challenges in creating turnkey projects from the ground up. We can support you every step of the way, from problem analysis and installation to commissioning and performance verification.

- Partnership throughout every step of the project
- Certified experts with decades of manufacturer's know-how
- Advanced performance and reliability
- Maximized operational safety and production reliability

### Service Software Products – Be one step ahead

In order to manage your plant and operation effectively, you need to be able to assess your assets' performance at a glance. With our sophisticated service software solutions, you can enjoy easy data access and handling with a continuous supply of information and document overview. This ensures quick and easily identifiable maintenance and available upgrades.





# Workshop

Rebuilding GEA equipment in our workshop is efficient, reliable and quickly in place with many years of serviceable life still ahead.

Since the machines were manufactured by GEA, we have the expert knowledge to support their efficient and safe functioning.



GEA GRADE service centers have been set up to overhaul and inspect GEA reciprocating and screw compressors and are equipped with all the specialized tools required to carry out the inspections and repairs up to factory standards.

Please contact our service department for further advice and assistance.  
**[service@grasso-adearest.com](mailto:service@grasso-adearest.com)**

# Training

By sharing our knowledge through our highly experienced engineers, we assist with ensuring that your business is operating at maximum efficiency and minimum downtime.

## Benefits of OEM training

Our certified and experienced service engineers train your employees – on site or in our modern training centers. All training modules are tailored to the individual needs of your business.

- Optimal equipment efficiency
- High machine availability and reliability
- Highly-qualified personnel
- Asset health awareness
- High safety levels
- Long-term availability
- Optimized delivery times
- Maximum service life
- Highest quality standards
- Optimized spare part management

## Training Centers Locations

Our certified and experienced service engineers train your employees – on site or in our modern training centers. All training modules are tailored to the individual needs of your business.

- Berlin, Germany
- Den Bosch, Netherlands
- Cairo, Egypt
- Riyadh, Saudi Arabia
- Sharjah, UAE



# Service Contracts

Our customers want to be assured of optimal plant operation throughout the year. Our trained service engineers provide you with operational certainty and professional intervention. In addition to specialized advice and technical support to assist your own specialists. Service contracts can even include the complete administration of and the full responsibility for the refrigeration system.

Our complete service packages include:

- Specialized field service
- Across-the-board expertise, from complex cooling systems to any process cooling application
- Brand independence
- Well-trained engineers
- Periodic, preventive maintenance on a contract basis
- Corrective maintenance with follow up on defects
- Frequent inspections for safety and operational certainty
- Status reporting with long-term estimate
- Plant retrofits for the future
- Advice and execution regarding environmental requirements
- Technical support (R&D) from our factory head offices
- Added value by means of service options, such as water treatment, gas detection, trend analysis for oil, laser alignment services, vibration analysis, calibration of temperature sensors, accident prevention and safety training



## We live our values.

Excellence · Passion · Integrity · Responsibility · GEA-diversity

GEA is a global technology company with multi-billion-euro sales operations in more than 50 countries. Founded in 1881 the company is one of the largest providers of innovative equipment and process technology. GEA is listed in the STOXX® Europe 600 Index. In addition, the company is included in selected MSCI Global Sustainability Indexes.

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