



MARINE FOOD SERVICE, LAUNDRY AND WASTE SOLUTIONS



## AFTER SALES

SPARE PARTS, WAREHOUSE,  
TECHNICAL SUPPORT & SERVICE





# SPARE PART SALES & WAREHOUSE

## *SPARE PART SALES*

We have skilled and dedicated order administrators supporting different geographical areas all over the world. They always work with customer focus and provide fast and accurate service to incoming RFQ and Purchase Orders.

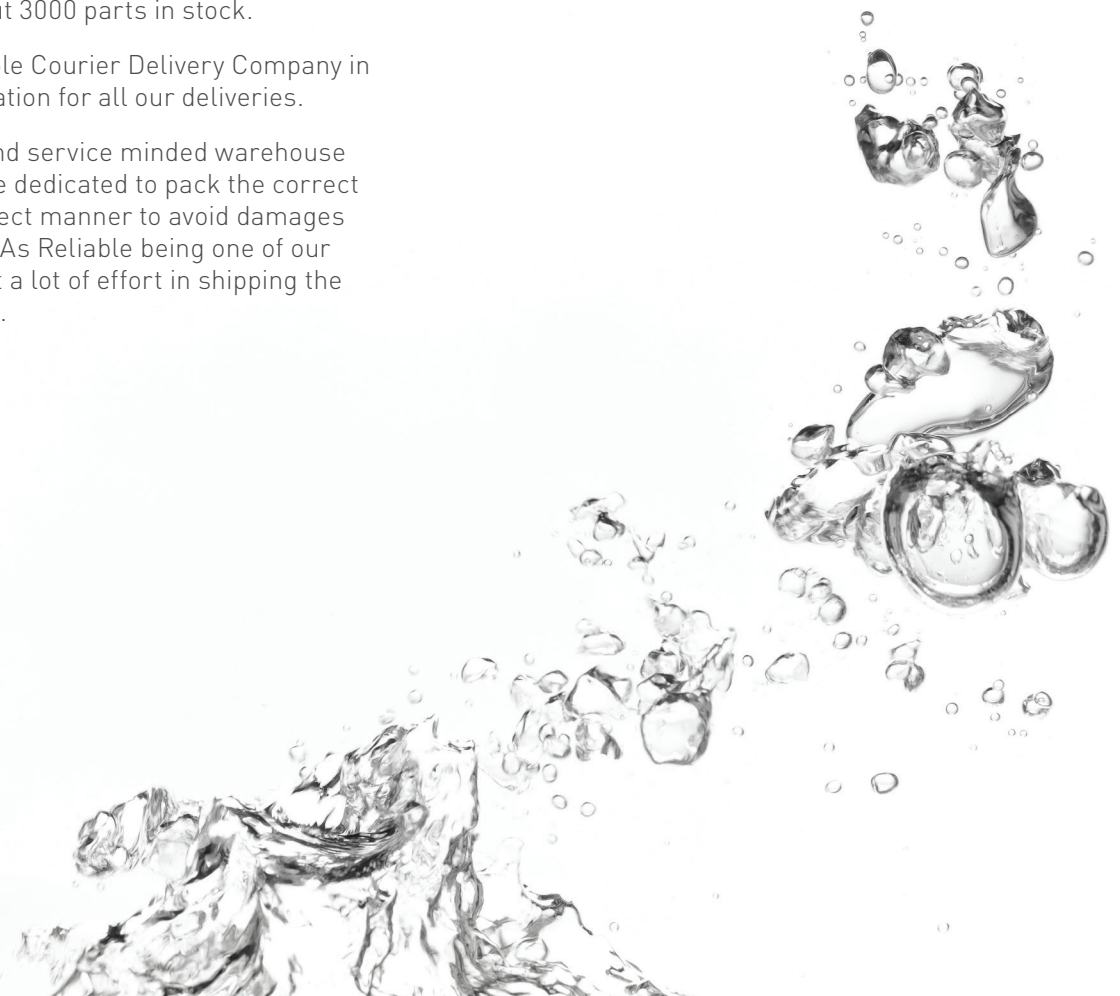
On a daily basis we send our goods in close cooperation with a reliable Courier Delivery Company to almost any location in the world.

We put an honor in being skilled in component substitutions and we always do our outermost to find a replacement for obsolete parts.

## *WAREHOUSE*

Our generous policy is to stock vital spares, frequently sold spares and spares out of production in order to increase the availability for important spares. With this policy Loipart is able to provide the spares when the need arises and to prolong the lifetime of the products. We constantly strive to shorten the lead times of our spares and to avoid obsolesces.

- Our central warehouse is located in our headquarters in Alingsås, Sweden, reaching many parts of the world within days.
- We have about 3000 parts in stock.
- We use reliable Courier Delivery Company in close cooperation for all our deliveries.
- Our skilled and service minded warehouse personnel are dedicated to pack the correct parts i a correct manner to avoid damages of the goods. As Reliable being one of our values we put a lot of effort in shipping the goods in time.



# TECHNICAL SUPPORT

*Our technical support department has skilled technicians with broad experience of all our products both in theory and in practice. They handle warranty claims, technical issues and service to our customers all over the world and are also supporting our internal organization with their expertise.*

## CLAIMS

Technical support handles all guarantee claims with high sense of setting the customer need, problems and wishes in focus. We aim to help the customer to get the product up and running with a minimum of interference and down time.

## TECHNICAL ISSUES

Our skilled technicians assist the crew or yard personnel with troubleshooting, installation problems, malfunctions etc. With photos, mails and phone contact we can provide the customer self-service support avoiding expensive service visits and down time.

## SERVICE

Emergency service visits are quite often very costly and causes unnecessary down times of the product and interferes in the daily operation. Loipart works with planned service, inspection and maintenance ensuring the operative availability of the products throughout its lifetime. These services are available through our offices in Europe, USA and Asia (Korea and Singapore).

**We call it Loipart Service Concept.**

## LOIPART CAN ALSO OFFER

- On- demand and emergency service
- Inspection prior dry dock, resulting in a good overview of the condition of the products and a recommendation of needed service or replacement.
- Major repair
- Crew and staff training







POIVRES

Fire blanket

Electrolux Professional AG  
CE 4703  
No. 10000  
Type 600000  
Voltage 50/60 Hz  
Power 1000 W  
Current 16 A





# LOIPART SERVICE CONCEPT

*The Loipart Service Concept agreement is tailor made after identifying the customer needs and we can then offer a combination of different services. The concept is based on three major areas:*

## *CUSTOMER SELF-SERVICE SUPPORT*

- Appointed technical coordinator
- Technical support
- Response within 24 hours, weekdays
- Maintenance planning
- Component substitution
- Fixed price lists
- Updated spare part catalogs

## *LOIPART ON BOARD SERVICES*

- Appointed technical coordinator
- Inspections
- Basic adjustments or repair
- Planned maintenance/service
- Replacement plan

## *SPARE PART AVAILABILITY*

- Appointed technical coordinator
- On board spare parts
- Spare parts handling at Loipart warehouse





## *LOIPART GROUP*

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