

LOIPART SERVICE CONCEPT

The Loipart Service Concept agreement is tailor made for your needs. We can then offer a combination of different services.

The concept is based on 3 major areas:

Customer self-service support

Loipart assists you in maintaining high availability of your products, as we take care of all planning and administration for you. All contracts are managed by a technical coordinator acting as your personal single point of contact for technical, maintenance and budgeting support.

Appointed
technical
coordinator

Technical
support

Response
within
24 hours,
weekdays

Maintenance
planning

Component
substitution

Fixed
pricelist

Updated
spare part
catalogues

Loipart onboard services

Through condition monitoring, planned and corrective maintenance and inspections we keep your products operable with a minimum of a down time and interference in your daily operation. Our services prolong the lifetime of your products.

Appointed
technical
coordinator

Inspections

Basic
adjustments
or repair

Planned
maintenance/
service

Replacement
plan

Spare Part Availability

With our generous stock policy we ensure spare part availability. We make sure your specified and vital spare parts are available when you need them.

Appointed
technical
coordinator

Onboard
spare
parts

Spare parts
handling at
Loipart
warehouse