



## *EnviTec Service* – full support for the highest level of performance

Technical and mechanical service

24/7 support hotline

Spare part supply from UK stock

Plant expansion

[www.envitec-biogas.co.uk](http://www.envitec-biogas.co.uk)

# EnviTec Service to maintain plant efficiency and performance

Our customer service is based on professionalism and promptness. EnviTec Biogas Service UK offers full contracts or support on a time and material basis, just as customers wish. Our technical and biological service support is there to provide advice to keep your plant at the highest level of performance.

## Full Service Support

We want our customers to be fully satisfied with our plants, whether it be today or in 20 years. With the best technology installed and the continuing service support, your plant is in safe hands. Even with first class technology the unexpected can happen, but with a preventative maintenance plan in place and the availability of a service technician 24/7 we strive to alleviate such events.

## Technical service

Regular maintenance and service of a biogas plant is crucial to high performance efficiency as well as ensuring that this can be achieved across the whole life of

the plant. With long term tariff agreements it is vital to capitalise potential income by making the plant work at its full capacity. Technical service can be used as a tool toward this end by offering service contracts tailored to your specific requirements.

## 24-hour hotline



With the Hotline a service technician is available around the clock, seven days a week. Advice will be given over the phone or a site visit arranged depending on the situation. With access to van stock and spare part stock holding at our UK base, each engineer can respond quickly and efficiently to rectify the issue.

## EnviTec Service strives to maintain plant efficiency and performance

At our UK base at Rugeley in Staffordshire we carry an extensive range of common spare parts ready for immediate supply. In the event of a situation where we don't carry an item in stock, we can draw upon an express delivery from our distribution centre in Lohne, Germany, thus enabling a fast response with minimal down time.

## Biological support and advice

Our UK biologists are involved right from the offset, from commissioning to the final performance test of each biogas plant. We provide continued support, including advice and testing by our biologists, from feeding to the health of the digestate. This means that the plant's efficiency is maximised and the biogas yield improved. With over 550 plants around the world our database of experience can be drawn upon to help each individual plant.

## Plant expansion

Research and innovation is a constant process at EnviTec Biogas UK and, thanks to our engineers, the customer is always kept up to date of the latest technological progress to improve plant efficiency – whether that be decreases in feed input with the same gas yield or expansion of the site's energy output and upgraded gas production. We can advise you on site and check your options to develop the right plan and then carry out all the necessary work. As always, our aim at EnviTec Biogas Service UK is to maximise the potential of your plant and make it easy for you.



*»We utilise the service engineers to do a lot of our routine*

*maintenance and give us back up. We have telephone access to them as well.«*

Gavin Davies,  
Farms Manager, Stowell Farm



*»In an ideal world what you'll have is a partner alongside you who's not just built*

*it but who is able to provide ongoing support, in terms of maintenance and biology and EnviTec Biogas UK has that.«*

Jay Senecal,  
AD Plant Manager Allpress Farms



*»We work very closely with EnviTec Biogas UK for the service of our plant as well as looking after our biology.«*

David Bermingham,  
Developer, Icknield Farm



← Availability, professionalism and promptness are an inherent part of the efficient customer service.

← ← EnviTec offers full service contracts or support on a time and material basis, just as customers wish.

## Our services – your advantages

- + 24-hour technical hotline support
- + UK-based team with fast response times
- + Biological support
- + Supply of biological additives
- + Highly qualified employees
- + Retrofitting and extensions of existing plants
- + Maintenance of CHP and plant components
- + Extensive stock of spare parts
- + UNION gas service and repair
- + Breathing apparatus and confined space working
- + On-site technical and mechanical maintenance
- + EXTOX calibration and repair
- + Nationwide coverage
- + Bespoke sampling and analysis

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