



## Larox Launches a New Service Agreement Program

Larox has developed an extensive maintenance program to maximize the uptime, reduce operating costs and extend the lifetime of the customers' filtering equipment.

"Separating solid and liquid substances has become a truly critical process in many industries. What our customers want is a filtration solution that works in a reliable and faultless way, gives perfect process results, helps to achieve better profitability and has a long lifetime. They want to concentrate on their core businesses and avoid unexpected production downtime and costs", says **Mr. Jussi Tikkanen**, Product Development Manager. "Larox has a new service package to meet these needs and to guarantee continuous high performance for the filtering equipment."

### Plan - Do - Check - Act

Larox filters offer reliable, high quality technology for many demanding applications. However, there is no such machine that does not require

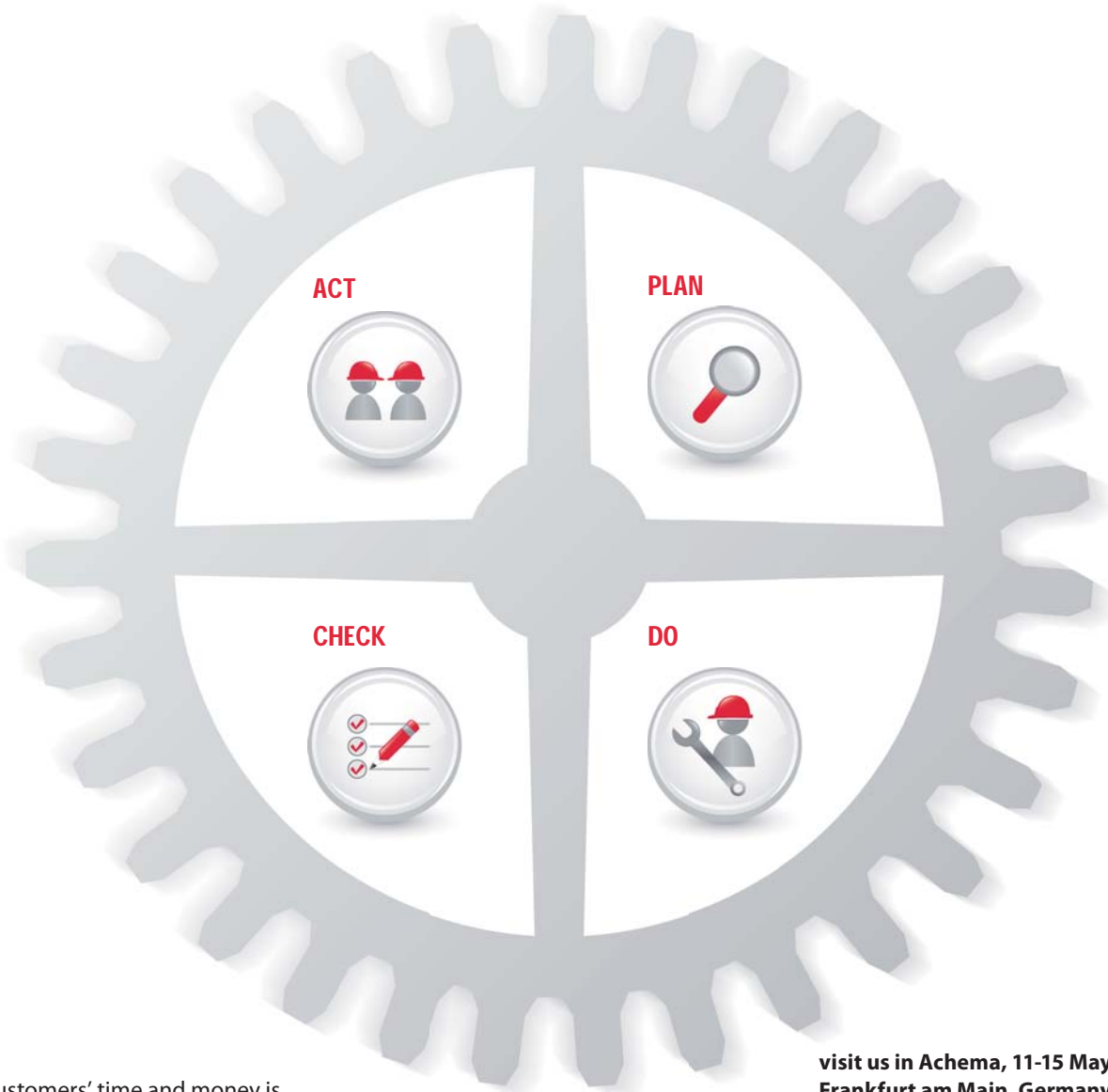
regular control and maintenance. Just like cars, filters need to be taken care of. The key philosophy behind Larox Service Agreement is proactive maintenance. The program itself is built as a continuous cycle divided into a modular structure: Plan, Do, Check and Act. Due to the modular structure of the agreement, the customer can choose only the modules that are needed.

The **Plan** phase consists of a maintenance planning session and is followed by the **Do** phase including Predictive, Preventive and Corrective Maintenance modules. "Careful planning is crucial! According to field studies unplanned repairs can easily cost from four to twelve times more than planned repairs", Jussi Tikkanen continues. "The objective of this module is to identify problems before they occur, plan repairs in such a way



LAROX SERVICE  
AGREEMENT:

PLAN - DO -  
CHECK - ACT!



that customers' time and money is saved and to prevent unexpected component or equipment failures."

The **Check** phase offers modern tools and services to monitor the equipment performance. The Filter Performance Monitoring Service module is based on the latest technology to gather data that is analyzed and reported to the customer by Larox, complemented by web-based reports and alarm lists. Inspection Service module offers periodic equipment inspections conducted by Larox specialists and reported to customers for strategic maintenance planning purposes.

During the **Act** phase an annual review visit is organized and the

whole Service Agreement is reviewed and updated to best suit the customer's needs.

Larox's Service Agreement is available worldwide for all filter types, including Larox, Ceramec, Hoesch, Pannevis, Scanmec and Scheibler equipment. Service Agreements -as well as other Larox services- are supported and implemented by nominated Customer Support Engineers, offering reliable and available local point of contact for each customer.

**For further information, please contact Larox Product Manager Mr. Jussi Tikkanen, phone +358 (0) 207 687 343, e-mail [jussi.tikkanen@larox.com](mailto:jussi.tikkanen@larox.com) or**

**visit us in Achema, 11-15 May 2009, Frankfurt am Main, Germany. We will exhibit in Hall 5, stand H30-J35.**

**Larox in Brief**

Larox develops, designs and manufactures industrial filters and is a leading technology company in its field. Larox is a full service solution provider in filtration for separating solids from liquids. It supplies comprehensive aftermarket services throughout the lifespan of the Larox solution. Companies world-wide in mining and metallurgy, chemical processing and related industries benefit from the Larox technologies. Larox operates in over 40 countries and had approx. 500 employees in 2008. Larox Group is headquartered in Lappeenranta, Finland where the Group also has production

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