

CUSTOMER SERVICE & SUPPORT CENTRE



NEU-JKF
Delta NEU



KEY FIGURES



UK
wide



Next day
call out



1
dedicated
call number



3
technicians



300
interventions
annually



Extended
warranties

ABOUT US ?

NEU-JKF DELTA NEU's Customer Service is here to provide assistance throughout the lifetime of your equipment and installations.

Whether for an improvement, repair or replacement, the Customer Service has the required expertise and is committed to providing companies with the optimum solution in terms of time, efficiency and price.

With our know-how and specialist knowledge of air technology and processes, our Customer Service can offer you the best solutions, whether it be for spare parts, call-out, troubleshooting, key equipment or training.

We design, manufactures and sells solutions and equipment dedicated to air quality in industrial settings, including dust extraction, air filtration and conditioning, process waste extraction, pneumatic conveying, industrial fans, etc.

WORKING WITH YOU TO MAKE YOUR INSTALLATIONS LAST

NEU-JKF DELTA NEU Customer Service, an expert in air systems maintenance, will take care of your installations and technical teams to aid your success. In fast-changing industrial sectors where strict standards and regulations apply, your installations require special attention.

Using our Customer Service means:

- + **Ensuring the availability, monitoring the life cycle and improving the longevity** of your equipment within a controlled financial framework, to deploy tailored industrial maintenance solutions.
- + **Maintaining the continuity of your operations and the comfort of operators**, so they can focus on the important aspects of their work.
- + **Acting directly on the efficiency of your installations** from the point of view of energy consumption and environmental impact.
- + **Safety**: we make accident prevention and control our priority. Our technicians are trained and certified to identify and understand the demands of your work.

OUR VALUE PROPOSITION



Detailed quotations

Scheduled service calls

according to pre-determined programmes.



Safe working

ATEX, qualified engineers. Strict application of safety rules. Risk assessments for the sectors concerned. CCNSG and SPA accredited.





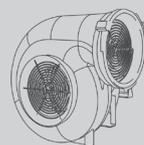
MAINTAINING THE PERFORMANCE OF YOUR INSTALLATIONS

- Maintenance contract,
- Mandatory checks and inspections,
- Preventive inspections, audit of your installation with report and recommendations for optimising your installation,
- Optimising your operating settings,
- Workshop repairs,
- Troubleshooting to ensure availability of your installation and minimise down-time,
- Commissioning.

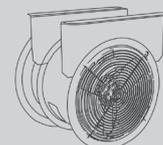


FULL RANGE OF KEY EQUIPMENT

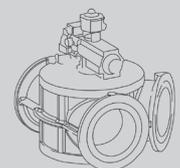
- Available as standard or to order,
- Tested in our workshops (dimensional checks, performance tests, etc.),
- Options for special applications,
- Equipment designed and made in Europe.



COBRA
Centrifugal fan



NYLAIR
Helicoide fan



DIVERTER VALVE
Single channel diverter



UPGRADING YOUR INSTALLATIONS

To cater for changes to your products, production processes and regulations, NEU-JKF DELTA NEU Customer Service offers:

- Upgrading of your installations to current regulations,
- On-site air-technology and mechanical assessments,
- Testing at test centres, laboratory analysis,
- ATEX compliance,
- Adapting installations to your product developments.

ORIGINAL SPARES AND WEAR PARTS

The Customer Service also has the largest available catalogue for air engineering:

- Codified list, with recommendations (emergency, 2 years operation),
- Guaranteed interchangeability,
- Over 100,000 items available in stock,
- 10-Year parts traceability.

CONSIDER TRAINING YOUR OPERATORS

NEU-JKF has its own test and air-technology training centre.

This training covers several objectives:

- Contributing to the design of installations,
- Taking responsibility for operation, inspection and maintenance,
- Supplementing theoretical knowledge with practical training,
- Adding a coherent theoretical base to experience gained in practice.





NEU-JKF DELTA NEU SUPPORT CENTRE

A dedicated team

From the start of the contract, our team produces 3D mapping of your systems for complete synchronisation of information. This technical inventory enables us to apply procedures and maintenance processes tailored to your site. On this basis, we draw up an optimised maintenance plan and suggest areas for improvement. A regular report provides you with a transparent investment plan.

NEU-JKF DELTA NEU AN ALLIANCE OF STRENGTHS

NEU-JKF DELTA NEU designs, manufactures and sells solutions and equipment dedicated to improving air quality in industrial settings: dust extraction, air filtration and conditioning, pneumatic production waste collection, pneumatic conveying, industrial fans, etc. The systems and products distributed by our team meet the most stringent standards and regulations. They help to protect the environment, industrial installations and the health of employees.

They also improve productivity and the industrial performance of our clients. We have clients in a wide range of industrial sectors: agri-foodstuffs, timber, chemicals, cement, glass, minerals and metals, paper and board, drinks cans, nuclear, plastics, aeronautics and automotive.



Our service centre ☎ +33 (0)3 20 10 53 62

Our test and training centre ☎ +33 (0)3 20 10 50 49

✉ service-deltaneu@neujkf.com



NEU-JKF DELTA NEU

Parc d'Activités de la Houssoye

Rue André Ampère

59930 La Chapelle-d'Armentières

FRANCE

Tel: +33(0)3 20 10 53 66 - contact-deltaneu@neujkf.com