

Technical information

Service and value preservation



Imprint

STEBATEC AG
Mattenstrasse 6a
CH-2555 Brugg

Phone 032 366 95 95
E-mail info@stebatec.ch
Web <http://www.stebatec.ch>

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List of changes

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1 Introduction

STEBATEC offers service and value-preserving services to enable operators to ensure sustainable and trouble-free operation.

These services complement the work of the operating personnel, whose qualifications sometimes vary in strategic activities, electrical engineering, machine technology or maintenance activities.

Whether it is cleaning or replacing mechanical wear parts, monitoring functions, calibrating measuring instruments or software updates, whenever customers need support in the ideal operation of a plant from our company, we are available with our services.



Figure 1: Cleaning work

2 Object-specific intervention times

STEBATEC offers different intervention times depending on the availability requirements of the systems. Our offer ranges from 24-hour on-call service with immediate intervention to deployment within one working day.



Figure 2: Always ready

3 Spare parts warranty

You can't wait weeks for a replacement delivery in the event of a unit failure? With the warehouse-sharing agreement, we keep complete, identical units on hand as spare parts and replace units in an emergency within the shortest possible time.

4 Officially recognised measurement data

The official recognition of flow measurements, which serve as proof of compliance with the discharge conditions, are often (country and region specific) subject to the verification obligation.

In addition to the individual maintenance to guarantee the function of wastewater measuring systems, proof of measuring accuracy and, if necessary, recalibration may be required.

STEBATEC offers the necessary services to guarantee the acceptance of measurement data by the authorities.

5 Routine check of alarm loops

In an emergency, it is imperative that the alarm line functions. Meticulous monitoring and support of these systems is therefore a must. STEBATEC maintains alarm devices, their independent power supplies (UPS), updates subscriptions with service providers and ultimately documents test alarms.

6 Software compatibility

The world of computers and software is evolving rapidly, while the requirement for long-term durability of equipment remains the same. Often these two facts are diametrically opposed.

With the "software compatibility" service, we ensure for our customers that, despite the rapid changes in PC hardware or operating systems, compatibility with controls and software, some of which may be 10 or 20 years old, remains.



Figure 3: Software check

7 Maintenance

Regular maintenance of the system and its components is essential for faultless and trouble-free operation. At the customer's request, and with an appropriately drawn up maintenance contract, our specialist personnel will carry out this work for you. Reliable operation is ensured in accordance with the system-specific maintenance plan.

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