



COOLSORPTION
THE VAPOUR RECOVERY SPECIALIST™



We cover your service needs

World-class service

Cool Sorption has the largest and most agile service organization dedicated to Vapour Recovery (VRU) installations in Europe and beyond. We help our customers to reduce unscheduled downtime and to operate the equipment at maximum efficiency and uptime.

Over more than 35 years, our competent service organisation has accumulated a vast experience and a deep understanding of Vapour Recovery Systems. This knowledge is put to use every day while servicing our customers.

Our service engineers all have relevant education and many years of working experience.

At Cool Sorption, all service engineers are trained and certified to perform service and document their work. Our in-depth knowledge combined with direct access to our engineering department means that we are capable of advising our customers regarding retrofit and upgrade possibilities to ensure a continuously high safety and reliability level.

Training your local staff ensures smooth VRU operation and allows efficient 1st level troubleshooting in order to maximize operational uptime.

“ We have been trusting Cool Sorption for 15 years concerning our VRU. A sustainable design and a reliable service continuity are the key to operational success ”

SRPP, La Reunion Island

“ The VRU is excellent. We never had such good emission measurements ”

Circle K, Kristianstad, Norway

“ The unit is serving us well for nearly 20 years ”

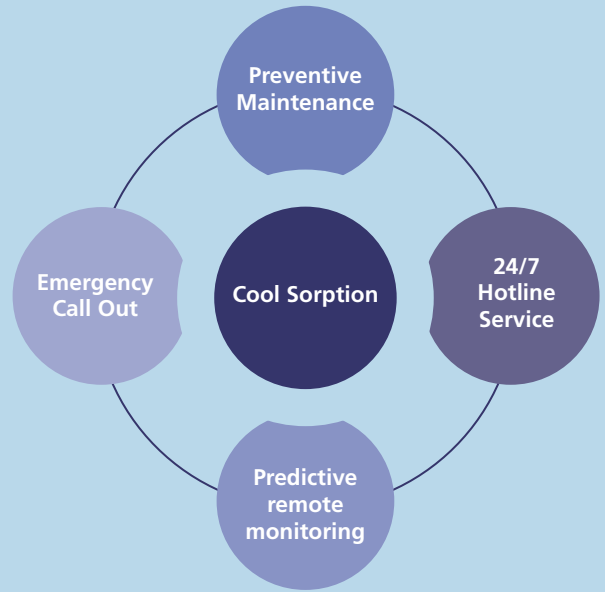
Essar Oil, Stanlow, UK



Our service concept

Service and maintenance are provided by our skilled service engineers who utilize the collected competences from our experienced service team. Our portfolio of service support options leverages this expertise to assist you throughout the service lifecycle.

At Cool Sorption, we have made it a key topic to clarify and cover your service needs. We contribute to everyday safety of your site. We know uptime is crucial to your business and that your unscheduled downtime needs to be minimized. Our flexible service agreements are designed to comply and exceed your expectations.



- **Preventive Maintenance** contracts, tailored to meet your specific requirements, generally include 1 to 4 site visits per year, each with a full preventive maintenance check and a detailed service report.
- **24/7 Hotline Service**, covering technical phone support where our experienced service engineers are available to answer your questions. Our support for critical system problems is available 24/7/365.
- **Emergency Call Out**, guaranteeing the attendance of one of our service engineers at site within an agreed response time.
- **Predictive remote monitoring** in combination with Preventive Maintenance. With this service, Cool Sorption monitors your system 24/7 to proactively diagnose problems before they cause service outages.





Cool Sorption your service partner

Have you considered entering into a service agreement and optimising the operation of your Vapour Recovery Unit? The right service is a question of combining your service requirements with the most suitable maintenance approach, so that you will get an optimum and profitable result. We suggest that the choice of service concept is considered at an early stage, while investing in your new VRU. Of course, it is always possible to enter your VRU, of all brands, into a service agreement at any stage of its lifecycle.

Worldwide support



We guarantee that we have a service engineer available 24/7 to service our priority customers in case of an emergency. We are always ready to provide remote assistance – or a site visit in order to help you as fast as possible.

Worldwide support VRU Service MAINTENANCE
 Proactive diagnose HOTLINE Training your staff
 Limit service outages WORLD-CLASS SERVICE VAPOUR RECOVERY
 Predictive remote monitoring Agile Documentation
 Site visits AGREEMENT Preventive maintenance
 TROUBLESHOOTING Experience Emergency call-out
 Service report Safety SERVICE LIFECYCLE
 Phone support



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