

Field Service Support

What is field service support?

PRODUCT SHEET



What is field service support?

After your conveyor belt has been manufactured and shipped, there is often a need for field service support. The Sempertrans Field Service Team is able to assist as and where our customers need.

Generally that support is split into two areas:-

Splice Supervision

Here we can supply an on-site Supervisor to work with the locally chosen service provider to ensure that the conveyor belt product that has been purchased will be spliced using correct materials and according to our procedures and "Know-How". This service is often of interest to OEM's who are keen to ensure a clean chain of accountability when it comes to warranty on Project work. Only when we supervise can we take full responsibility for ensuring that the splice meets any warranty obligations. The supervision is charged at an agreed schedule of rates and all work is logged and signed off by our clients nominated person. At the completion of work our clients are left with conveyor belt and splices that are all warranted by ourselves.

Splice Training

Working with either a client's own people or a nominated service provider we can educate them on the steps that need to be followed to achieve best splicing results. The training is a mixture of classroom and workshop based activity and provides an ideal forum for discussion on the art of splicing and the various tools and equipment employed. Duration for the training is generally 1 day of classroom activity and at least 1 day of workshop activity. Course content and duration can be flexed to suits client's needs and the time available. Obviously the more time that can be spent on the practical aspects the better, as they offer a great opportunity to discuss in detail the finer arts of splicing technology.



Our 4C-Approach

- **Construction:** The correct belt
- **Compound:** Using the correct splice materials
- **proCedure:** Spliced using the correct splicing procedure
- **Control:** Quality Assurance by our Supervisors



WHAT WE OFFER

- Global Coverage
- Rapid response to emergency situations
- Proven results based on Sempertrans Expertise & know-How
- Professional documentation and reporting

V a / 01.2023. All rights reserved. All contracts are exclusively subject to our general terms and conditions. All products must be stored, handled and maintained in accordance to the provided instructions and specifications. Sempertrans rejects any liability for improper use of products. Products must not be used in case of any damage or unusual signs of wear and tear. In case of any doubt, specialist advice has to be obtained. The content of this publication is provided as indicative information only and not legally binding. Sempertrans bears no liability for its completeness and correctness. Errors and misprints are subject to alterations.