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Sustainable Productivity with expert after-market service from Atlas Copco Compressor Technique

Customer service and support are always first in mind at Atlas Copco Compressor Technique. “Purchasing a compressor is a significant investment so we make it our business to deliver complete air technology solutions and to establish long-term partnerships with our customers,” says Business Line Manager of Atlas Copco Compressor Technique’s Service Division, Wayne Jacobs.

After-market service is a vital part of the overall solution because, no matter how exceptional the quality of a product, inferior service by untrained technicians who may use the wrong tools, fit replacement parts incorrectly or even fit the wrong parts, can result in premature failure. The resultant repairs, unplanned downtime and a drop in production will ultimately have severe cost implications for customers and end-users.

“This can all be avoided by leaving service and repair in the capable hands of qualified Original Equipment Manufacturers (OEMs),” asserts Jacobs. “As an OEM, we offer the complete service package that encompasses regular maintenance by highly trained technicians who, in a nutshell, know the products and know what they are doing. Customers and end-users who opt for a good service ethic will reap all the benefits related to extended equipment lifespan and increased reliability which ultimately lead to maximised plant availability and sustainable productivity.”

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“Here, quality training has a vital role to play,” notes Jacobs. Regular training presented by qualified people not only keeps Atlas Copco technicians at the forefront when it comes to Atlas Copco original equipment but also address the very real and concerning problem of skills shortage.

“The fact that our technicians know more about our products than anyone else equates to good value support and customer peace of mind.” Atlas Copco has established an in-house apprentice program that offers training of the highest standards to develop qualified and skilled artisans.

Jacobs also draws attention to the importance of immediate response to a customer’s service requirement as well as parts availability. “These are fundamental to a good service ethic; we make every attempt to keep unplanned and costly downtime to an absolute minimum for our customers.” Atlas Copco Compressor Technique’s four service branches strategically located in Johannesburg, Durban, Cape Town and Port Elizabeth are supported by ten authorised distributors to take care of customers’ requirements across the country. The service branches boast a 27-strong technician team with a significant back office support structure that can maintain and service any Atlas Copco product. “Irrespective of location, we can be on our customer’s doorstep very quickly.”

In terms of stock holding and parts availability, Jacobs confirms the current local parts stock holding to be in excess of 15 million Rand. He adds that parts not stocked locally will be outsourced from our main warehouse in Belgium, with a twice a week delivery to South Africa.

In closing, Jacobs says that it is the Service Division’s objectives to make sure that existing and new customers are aware of the service department which, with the support from the branch and distributor network, has all the necessary capabilities to take care of the complete Atlas Copco Compressor Technique product portfolio. /Ends

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Atlas Copco is a world-leading provider of sustainable productivity solutions. The Group serves customers with innovative compressors, vacuum solutions and air treatment systems, construction and mining equipment, power tools and assembly systems. Atlas Copco develops products and service focused on productivity, energy efficiency, safety and ergonomics. The company was founded in 1873, is based in Stockholm, Sweden, and has a global reach spanning more than 180 countries. In 2014, Atlas Copco had revenues of BSEK 94 (BEUR 10.3) and more than 44 000 employees. Learn more at www.atlascopco.co.za

Atlas Copco's Compressor Technique business area provides industrial compressors, vacuum solutions, gas and process compressors and expanders, air and gas treatment equipment and air management systems. The business area has a global service network and innovates for sustainable productivity in the manufacturing, oil and gas, and process industries. Principal product development and manufacturing units are located in Belgium, Germany, the United States, China and India.