



JORGENSEN
CUSTOMER
CARE

JORGENSEN SERVICE SOLUTIONS

After sales is an important part of our business to optimise our customers' equipment

OUR APPROACH

- 1. Service availability**
Prompt service every day, all year round
- 2. Service reliability**
Accurate and dependable service
- 3. Service persistency**
"We refuse to give up until the problem has been solved"
- 4. Service mindedness**
Fair, competent, and co-operative approach



SERVICE

- Service installation
- On-site project support
- Optimization/performance agreement
- Troubleshooting
- Remote support



MAINTENANCE

- Preventive maintenance
- Scheduled maintenance
- On-site review
- Service agreement
- Maintenance support



SPARE PARTS

- Original spare parts
- Product life cycle spare parts support
- World wide delivery
- Skilled technical support
- Option: spare parts maintenance



TRAINING

- On-site training for machine operators
- On-site training for maintenance operators
- Specified product training course
- Training course at Jorgensen
- Class room training



WORLD WIDE SERVICE SOLUTIONS

Reliable. Available. Persistent. Intelligent.



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