

CUSTOMER CARE

KRAFT CURING MAKES IT POSSIBLE

"We have had a Kraft Curing System for the past five years. The service technician training and support was great at commissioning and has carried through for all these years. The consistent performance of this system has allowed our business to remain very successful throughout our projects."

- Andy Stedeford, MSE Precast
B.C. Canada



Kraft Curing's range of services includes system commissioning, troubleshooting, remote service, and on-site maintenance and service. More than 1600 Kraft Curing Systems units have been delivered worldwide, of which approximately 30% are installed in the USA.

Our Support Staff:

- 2 customer service coordinators, 1 in Germany and 1 in the USA
- 6 service technicians located in Europe
- 3 service technicians located in India
- 3 US technicians, equipped with service vehicles, spare parts, modern tools, and measuring devices
- US based service office near Philadelphia with a large spare parts warehouse
- Remote Service capabilities

Kraft Curing's motto:

Every problem can be solved and there are individual and quick solutions for all of them. The customer should be supported **quickly** with as little cost as possible. On-site service as well as response time of the service teams contribute to our fast and uncomplicated support. This also includes rapid delivery of spare parts to prevent the disruption or delay of production runs.

24/7 WHATSAPP HOTLINE FOR IMMEDIATE SUPPORT

+1 (267) 742-7640

BIANNUAL MAINTENANCE CONTRACT

Regular maintenance is critical in preventing breakdowns, problems or a drop in performance, because concrete curing equipment needs regular service and maintenance. The vapor generator's air filter must be checked and replaced regularly. That is why Kraft Curing is committed to providing exceptional service. Our new twice a year maintenance contracts introduce scheduled service in regular intervals for customers, carried out by an on-site technician for trouble-free system operations.



A biannual maintenance contract service visit for our direct-fired vapor generator includes:

- Combustion analysis and tuning - to reduce gas costs and ensure a safe work place
- Examination for water, gas, and vapor leaks - to ensure a safe work place
- Air and water filters checked and cleaned or replaced – to ensure reliable, safe, and efficient operation
- Examination of drives and blowers – to ensure continued reliable operation
- Examination of vapor valves, doors, circulation and exhaust ventilators – to ensure reliable operation
- Oil level checked and changed as required – to ensure longevity
- Software updates/changes as required/requested – to make the equipment easier to operate
- Training for operators and maintenance staff – to ensure new team members are trained and working safe

MINIMIZE DOWNTIME BY **50%** - SERVICE TWICE PER YEAR



WHAT OUR CUSTOMERS SAY ABOUT KRAFT SCHEDULED MAINTENANCE SERVICE:

“I rely on the Kraft Team to perform scheduled maintenance services to keep my unit functioning at peak performance and have always been happy with the assistance of Edgar Paz in your US service department. Edgar is extremely knowledgeable and is great in assisting us with any issues that develop. A specific case occurred when I was out of the office. We had starting issues with our Kraft system. I was unable to directly access the machine. I reached out to Edgar and although I was out of the US, he effectively „walked“ my personnel through a troubleshooting issue and “Saved the Day” as well as thousands of dollars in precast materials.”

**- Tom Lepisto, Hoyle Stone Products
Maryland, USA**

Common problems as seen in the above photos can be prevented by subscribing to a biannual maintenance contract!