

CUSTOMER SERVICE

english



TECHNO  ALPIN®



**CUSTOMER
SERVICE**

PROFESSIONAL SERVICE FOR PERFECT SNOWMAKING OPERATIONS

A perfectly designed snowmaking system with seamlessly integrated components guarantees the highest resource efficiency for snow production. TechnoAlpin has more than 25 years of experience and can therefore also guarantee its customers fast and reliable support after the installation of snow producers and pumping stations. The TechnoAlpin team offers a wide range of services which are guaranteed all year round. TechnoAlpin provides technical support for ski resorts all over the world and has sufficient breadth of professional expertise to maintain snowmaking systems in optimum working order and to promote environmental protection through the sparing use of resources.



RELIABLE SPECIALISTS ON CALL

TechnoAlpin's highly skilled service technicians are equipped with measuring equipment and full range of state-of-the-art tools to quickly react to any problem. For each call-out a digital service report is prepared, in order to facilitate the resolution of problems and to feed the continuous improvement process, which allows a better anticipation of future maintenance.

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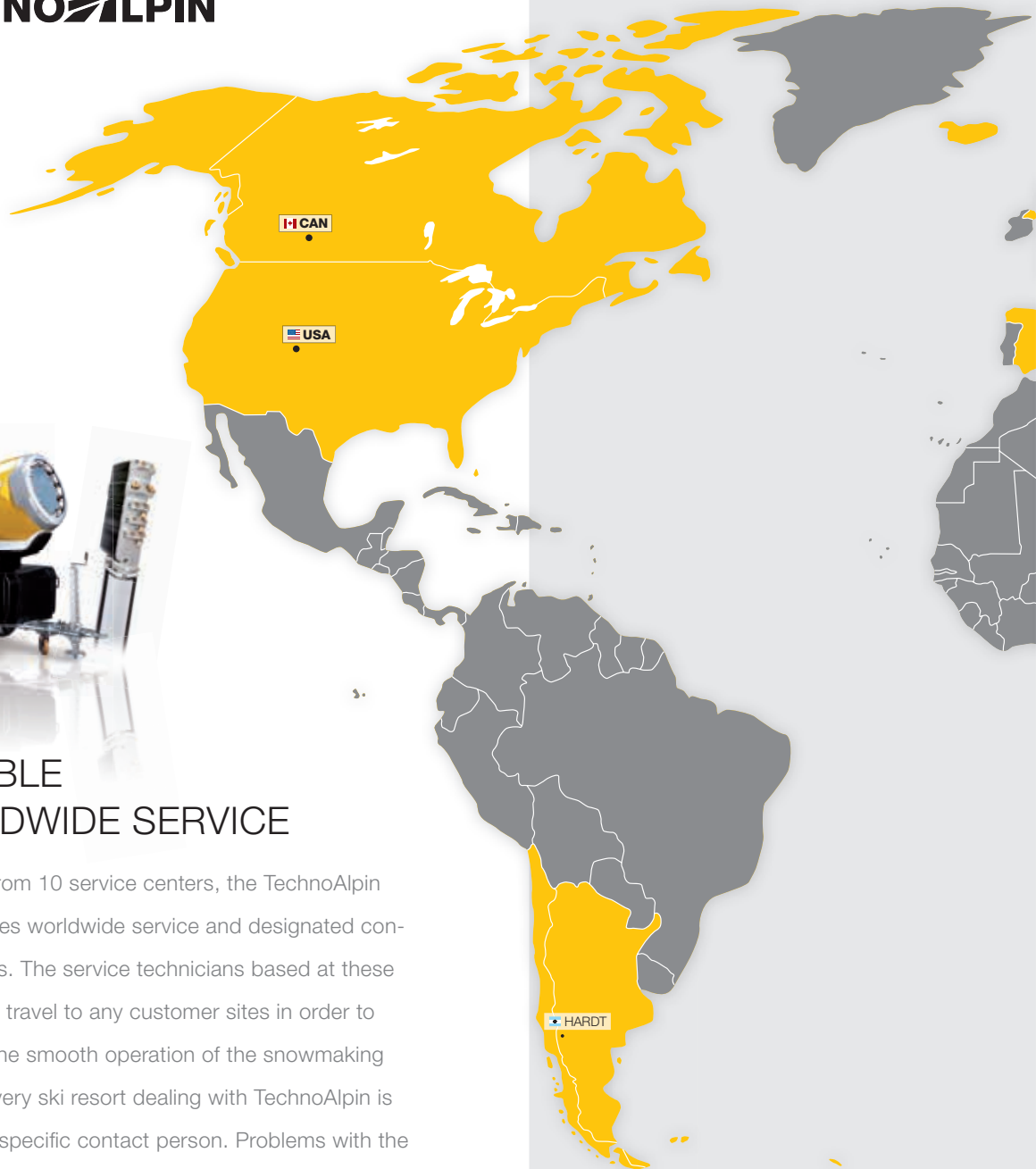
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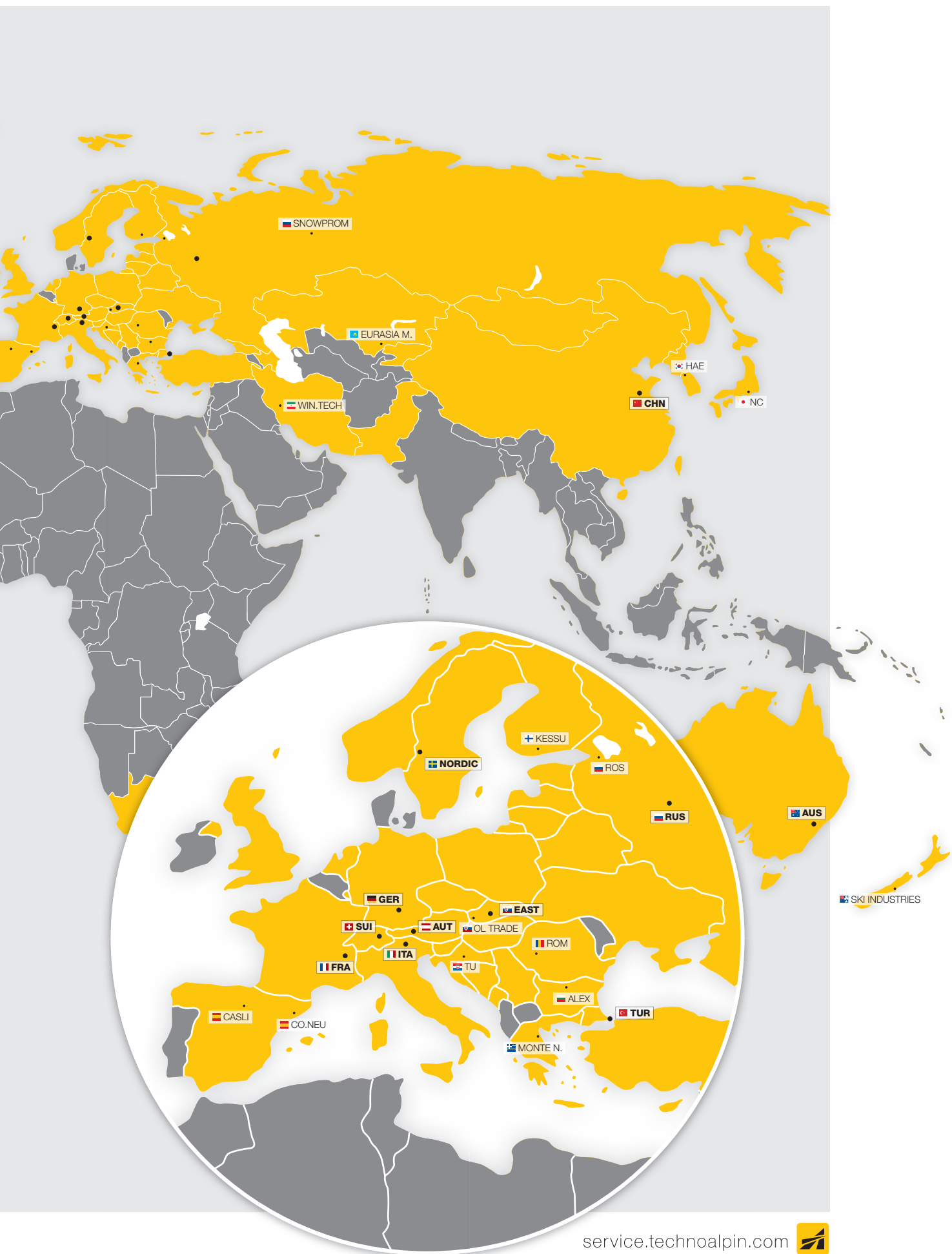
RELIABLE WORLDWIDE SERVICE

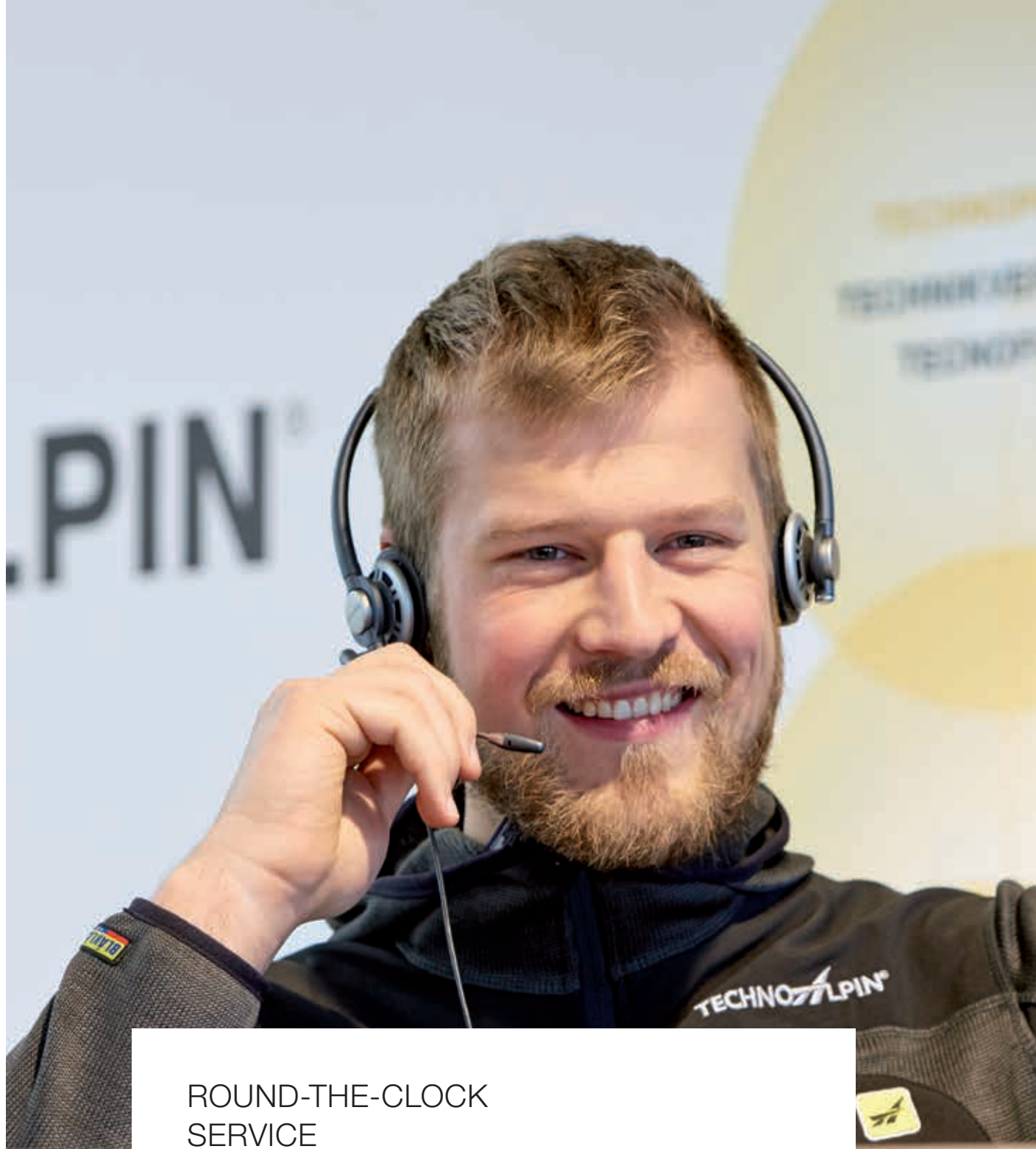
Operating from 10 service centers, the TechnoAlpin team supplies worldwide service and designated contact persons. The service technicians based at these centers can travel to any customer sites in order to guarantee the smooth operation of the snowmaking systems. Every ski resort dealing with TechnoAlpin is allocated a specific contact person. Problems with the use of snow producers or machine rooms are solved as quickly as possible by trained service personnel.

CUSTOMER SERVICE




- subsidiary
- sales partner





ROUND-THE-CLOCK SERVICE

The service team can be contacted on the service hotline or by email all year round and is on hand to provide customers with professional and reliable technical support. During the peak snowmaking season the hotline is available around the clock. Remote access to all systems worldwide enables rapid identification and rectification of problems. Simply contact your TechnoAlpin service technician either on the local hotline or by email.

service.technoalpin.com 



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INTERNATIONAL

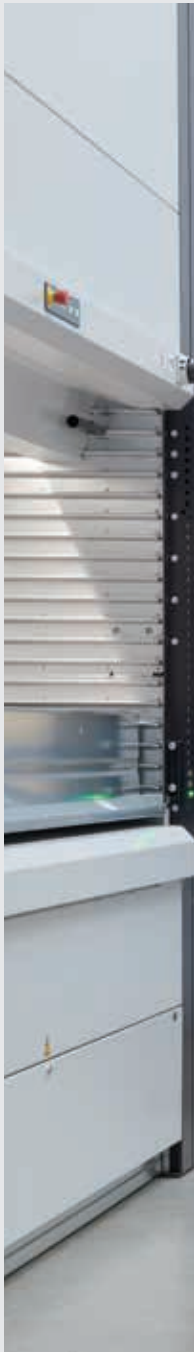
+39 0471 550 534

service@technoalpin.com

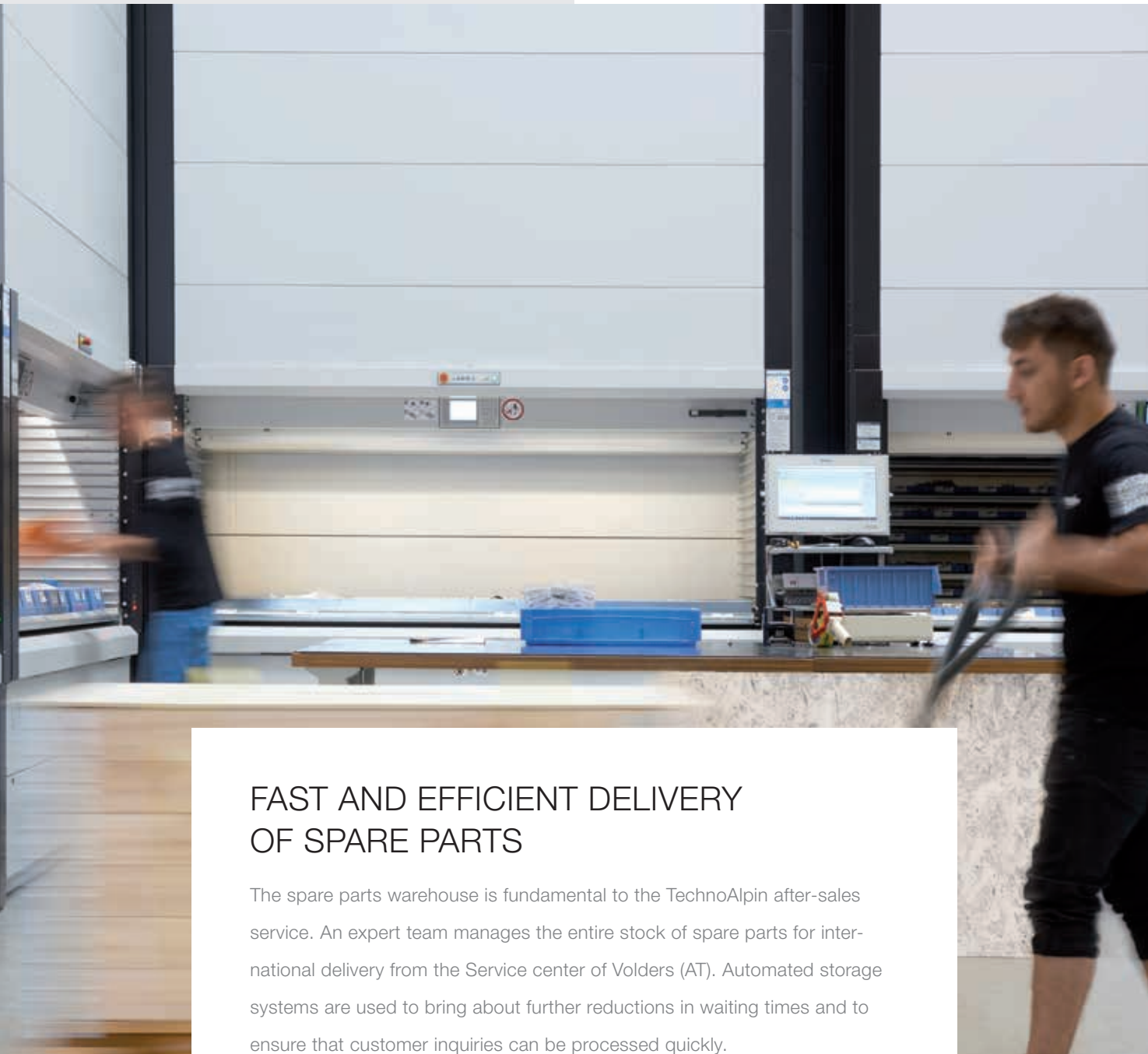
Simply scan
and find the
right contact person
straight away



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FAST AND EFFICIENT DELIVERY OF SPARE PARTS

The spare parts warehouse is fundamental to the TechnoAlpin after-sales service. An expert team manages the entire stock of spare parts for international delivery from the Service center of Volders (AT). Automated storage systems are used to bring about further reductions in waiting times and to ensure that customer inquiries can be processed quickly.

TechnoAlpin guarantees rapid and reliable service for customers all over the world, attaching particular importance to sustainability. Naturally, all the services and the availability of spare parts are guaranteed over the entire service life of the snowmaking systems.



TECHNOALPIN ACADEMY

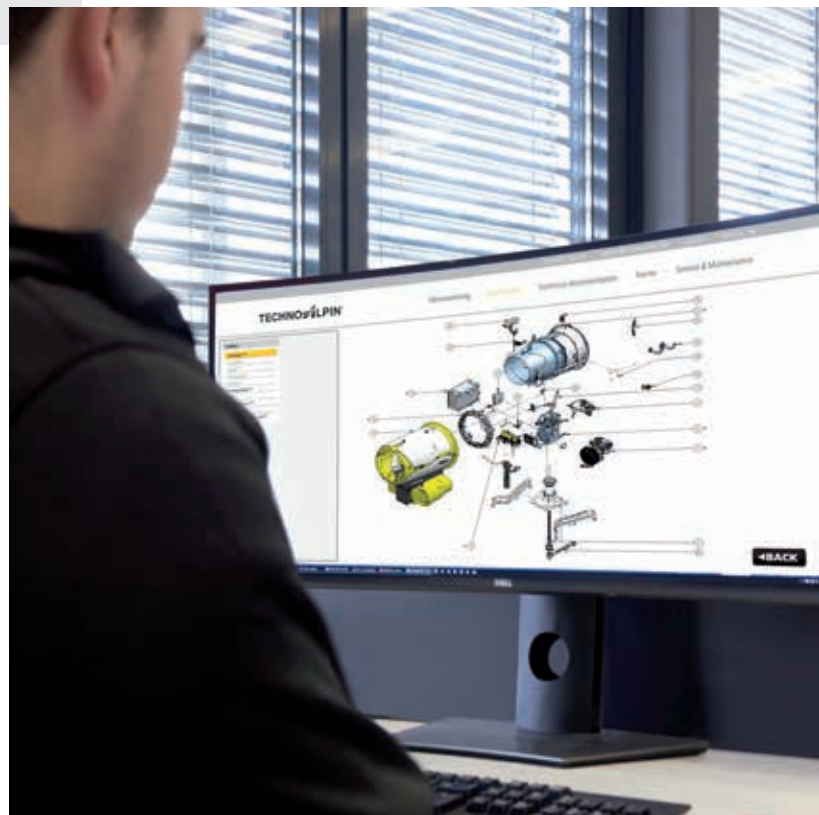
TechnoAlpin has been running an extensive training program for customers at its headquarters in Bolzano for many years. The aim is to pass on important information to the people who attend our courses every year on the operation and maintenance of snow guns, pumping stations and software. Technical problems can be prevented and operational safety can be increased with the knowledge gained through these courses.

The TechnoAlpin Academy also runs a number of internal training courses for employees. All the service technicians are therefore always trained on the operation and maintenance of the newest products and are up to speed with the latest technology.





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EXTENSIVE ONLINE SERVICE PORTAL

TechnoAlpin also offers online access to its services. The online service portal offers numerous functions.

ONLINE PURCHASE ORDERS Spare parts can be selected and ordered through the online service portal. A search box with a filter function helps users to check the compatibility of parts with their own machines. Templates for servicing and inspection forms can also be downloaded from the service portal.

BOOKING OF TRAINING COURSES Places on all the training courses offered by the TechnoAlpin Academy can be booked using the online reservation tool in the service portal. There are clear summaries of all the main details and information on the number of places available at for each training course.

DOCUMENTATION The online service portal has the full list of all documents relevant to any TechnoAlpin product. Technical information, operating instructions, user manuals, maintenance instructions, wiring diagrams and catalogs of spare parts can be accessed and downloaded easily.

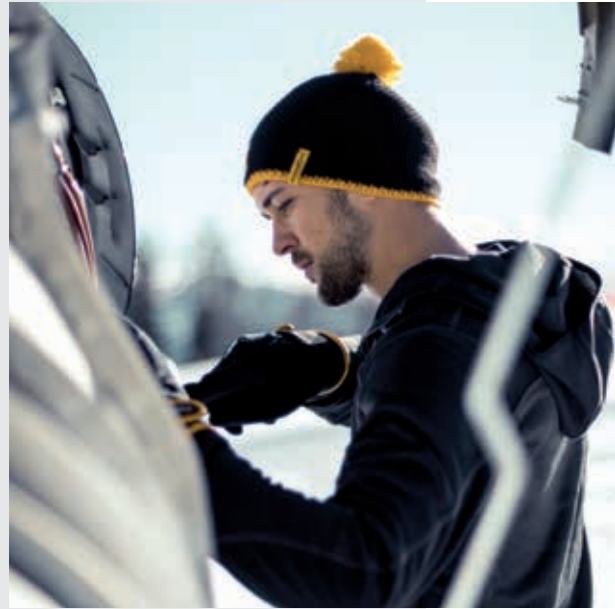


REGULAR MAINTENANCE FOR OPTIMUM PERFORMANCE

TechnoAlpin offers service contracts for the entire snowmaking systems in order to simplify the regular maintenance processes. These service contracts can be taken out for snow producers and machine rooms. The electrical, mechanical and hydraulic functions of the snow producers and the machine room components are inspected by trained technicians. Any irregularities which come to light are corrected immediately, restoring normal operation and guaranteeing optimum results. The TechnoAlpin technicians have been receiving training for years already from the manufacturers of key components of the systems. TechnoAlpin places great emphasis on top customer service and quality products and is an authorized service and repair point for Kaeser, Caprari and KSB, as well as an OEM partner for Danfoss and Evoqua.



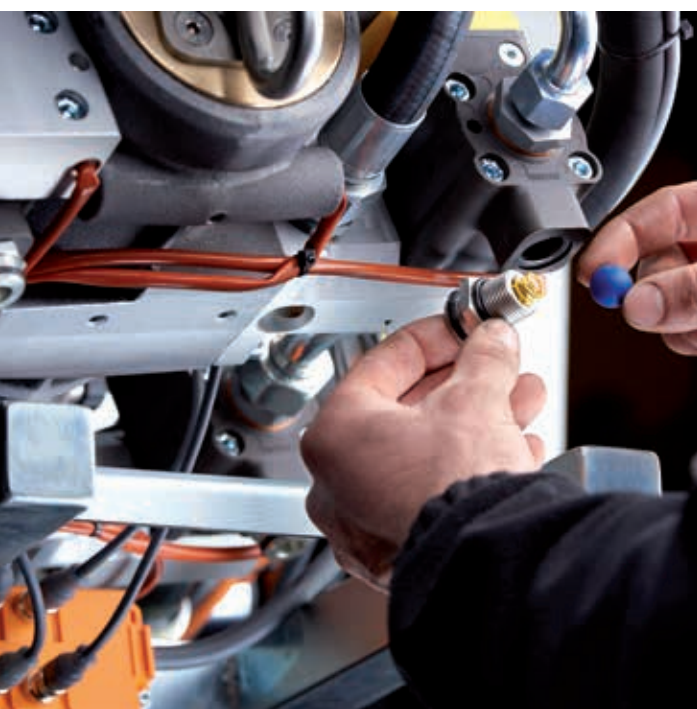
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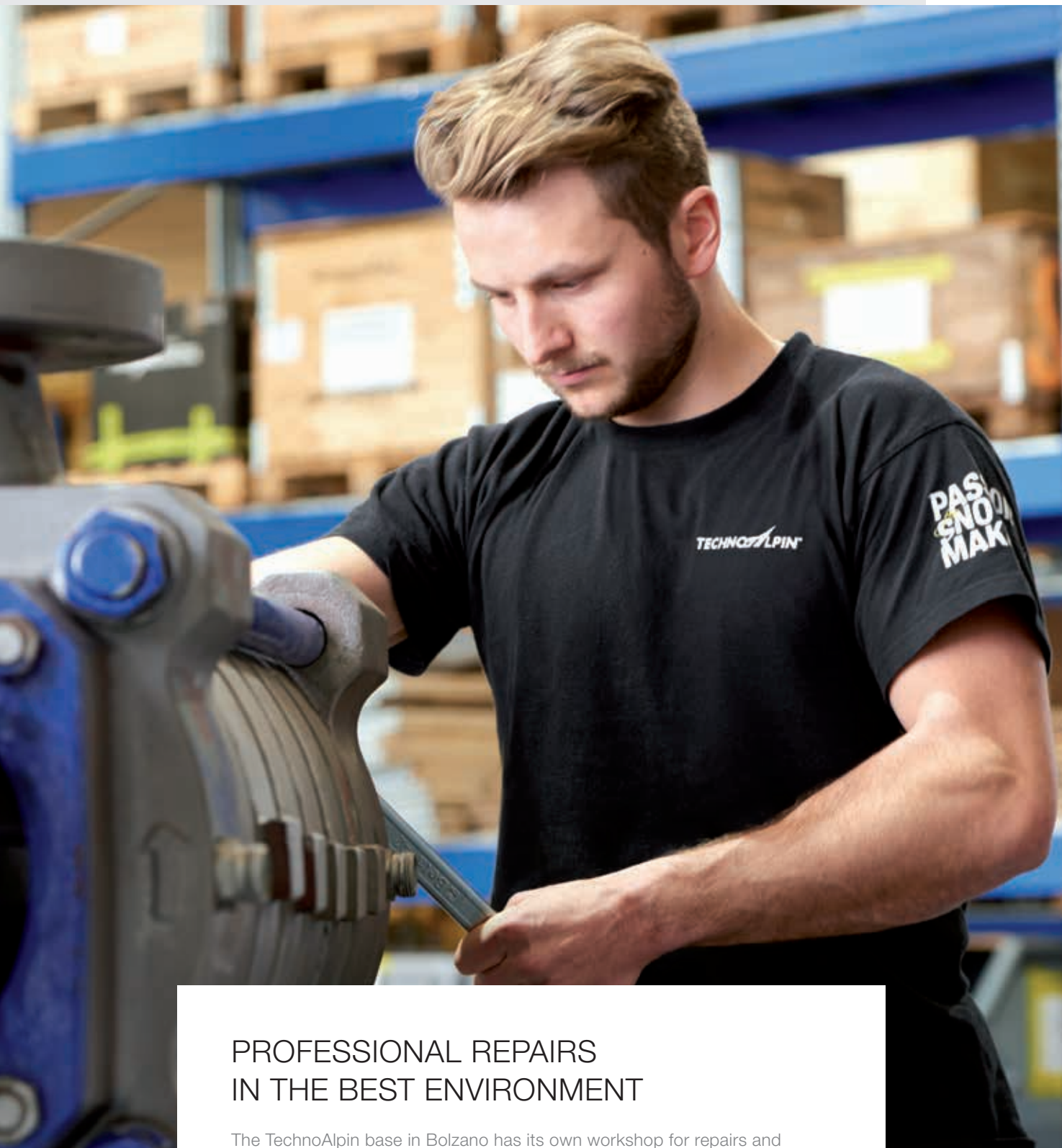


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PROFESSIONAL REPAIRS IN THE BEST ENVIRONMENT

The TechnoAlpin base in Bolzano has its own workshop for repairs and maintenance, providing optimum conditions for the professional overhaul of pumps, mobile pumps, valves, snow producers, motors and fittings. This service point enables TechnoAlpin to offer the optimum repair service.



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