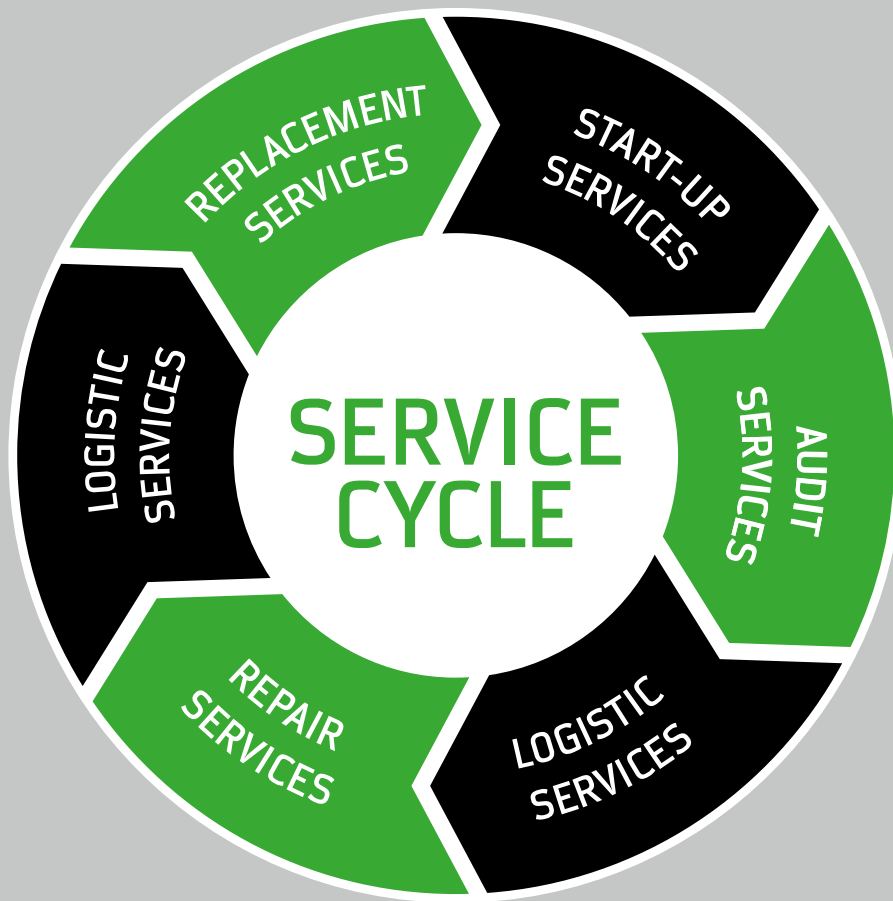


# SERVICE EXCELLENCE



# YOUR GLOBAL PARTNER FOR SERVICE EXCELLENCE.



GREEN POINT is the full service provider for the BITZER Group with the right local knowledge, agility and market flexibility bringing value for all BITZER products users. Throughout our global network, with more than 55 locations, our engineers deploy the SERVICE CYCLE which covers the complete life of the component.



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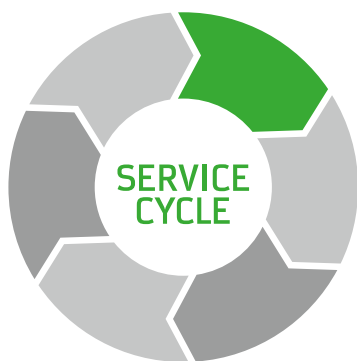
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# START-UP SERVICES

**The first start of a machine is always a critical moment. The support of a professional can add security during this critical process and provide a final certification of performance when required. Depending on the manufacturer of the complete cooling equipment, this service covers three modules:**

## COMMISSIONING ASSISTANCE

Applies to customers installing third party equipment using BITZER products.

## FULL COMMISSIONING

Offered for the start-up of units manufactured by BITZER, such as the well-known LHE, ECOSTAR and ECOLITE condensing units. Depending on the region, this service is also available for BITZER AVP and ACP units.

## RECOMMISSIONING ASSISTANCE

Consists of an assistance provided for the re-starting of compressors repaired, overhauled or remanufactured part exchange as well as replacement new compressors. Depending on the region, this service may entitle the customer with a GREEN POINT warranty extension.

# AUDIT SERVICES

**Regularly checking compressor operations is a key factor in ensuring its extended service life and, most importantly, in preventing unexpected failures. The operating parameters are monitored by professional personnel and compared with reference values from the manufacturer. The audit services available through GREEN POINT are:**



## VIBRATION ANALYSIS

Our engineers assist you monitoring and detecting issues using collected vibration and acceleration data. Vibration analysis' ability to predict potential failures makes it a useful tool to plan maintenance and prevent unscheduled downtime

## OIL ANALYSIS

Oil samples are collected and analysed with the support of selected professional laboratories and the results are provided to the customer to take necessary action if required.

## OPERATING DATA MONITORING

Technicians attend on site and install measuring devices to record sensitive operating data and compare it with software-calculated results to provide an assessment of the operation. For mission critical sites, the compressors can be monitored live thanks to the BITZER DIGITAL NETWORK.

## WATER ANALYSIS

Water samples are taken for analysis by GREEN POINT's partner laboratories. It allows to detect the water tendency to corrosion or scaling; these information are essential in order to select the proper material combination and to prevent leakages in the heat exchangers and a loss of efficiency of the cooling system. It aims at preventing deterioration of the exchangers which, if not identified in time can have an impact even on the compressor.



# LOGISTIC SERVICES

**In many situations, performing any type of repairs or maintenance on site might appear to be the most reasonable solution. The underlying reason is that customers prefer not to handle logistics-related burdens, or they may not have the resources to handle them. However, the consequences resulting from the use of improper tools, incomplete parts replacement or wrong applied process are often underestimated.**



## LIFT AND SHIFT SERVICES

Offered by your local GREEN POINT will ease the complications caused by removing the compressor from the site and returning it after the repair services have been completed. The benefits of repair in a professional environment will be clearly seen in the final result.

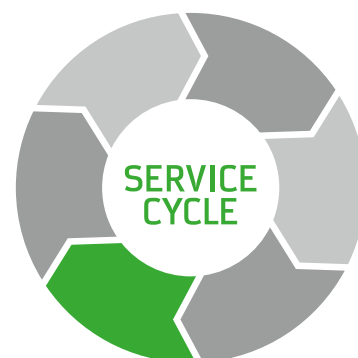
## VIP TRANSPORT SOLUTIONS

Such as express delivery, dedicated transport solutions and fixed schedule deliveries are complementing the customers' peace of mind especially when applying part exchange based on remanufactured compressors.



# REPAIR SERVICES

The disassembly of a compressor requires professionally trained personnel who follow proven procedures and exclusively use **BITZER ORIGINAL SPARE PARTS**. The ultimate target is to restore the product to its original condition. Repair services are available for both functioning and damaged compressors:



## PREVENTIVE MAINTENANCE

Performed on functioning compressors at recommended intervals, including unconditional replacement of all safety and wearing parts identified as quality kit.

## COMPRESSOR REPAIRS

Carried out on damaged compressors with implementation of quality kits in addition to replacement of other damaged parts. Every compressor is completely disassembled. All components are cleaned, housings and parts checked against original dimensions and tolerances. Compressor is reassembled, tested, vacuumed, and filled with nitrogen.



Repair services are well documented with photos and reports. This guarantees full transparency and, most importantly, provides troubleshooting assistance aimed at permanently rectifying the root cause of the failure.



# ORIGINAL IS SAFE

The stock of original parts is an additional guarantee to offer GREEN POINT's customers a fast and better service.

As a guarantee of quality, reliability and longevity, only 100% original BITZER parts are used in our workshops. The quality and reliability of original parts is far superior to copies because they are manufactured to the highest quality standards, designed to perfectly meet the dimensional and tolerance requirements of BITZER compressors.

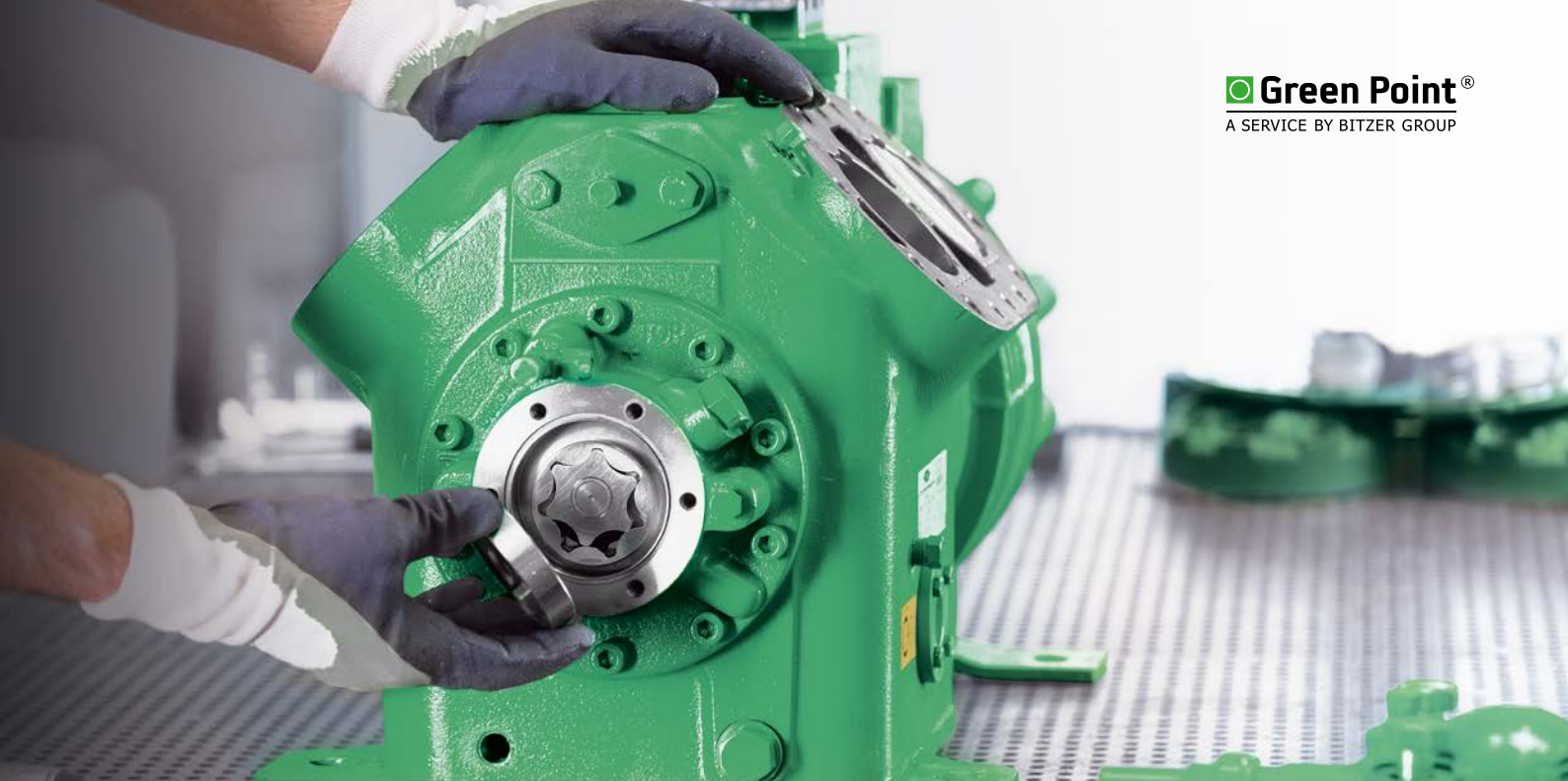
In order to quickly and easily check whether a part is a BITZER spare part, all original spare parts contain a QR code.

Only members of the GREEN POINT network commit themselves to the systematic use of the quality kit containing all safety and wear parts, which are systematically replaced.

BITZER original oils are the perfect match to the compressor. They are specified to the intended application and contain, for example, anti wear additives which guarantee reliable and efficient operation. GREEN POINTs make use of BITZER original oils only.







# REPLACEMENT SERVICES

Replacing the equipment may be required during or at the end of its life cycle, or when economical evaluations or the availability of new and more efficient technologies lead to servicing being stopped. The BITZER distribution network provides all the latest technologies to clients who intend to renovate their plants. GREEN POINT, on the other hand, can offer different solutions to customers wishing to continue servicing the existing machinery:



## EXCHANGE COMPRESSORS

Option offered to customers who do not intend to repair or to continue servicing their old compressors. Remanufactured models are available in exchange for the old ones.

## DROP-IN COMPRESSORS

Solution applicable with specific kits to substitute non BITZER compressors with BITZER compatible models or to replace a discontinued model in specific cases.

## BACKUP COMPRESSORS

Rental solution offered when machine stop is not applicable during service stages.

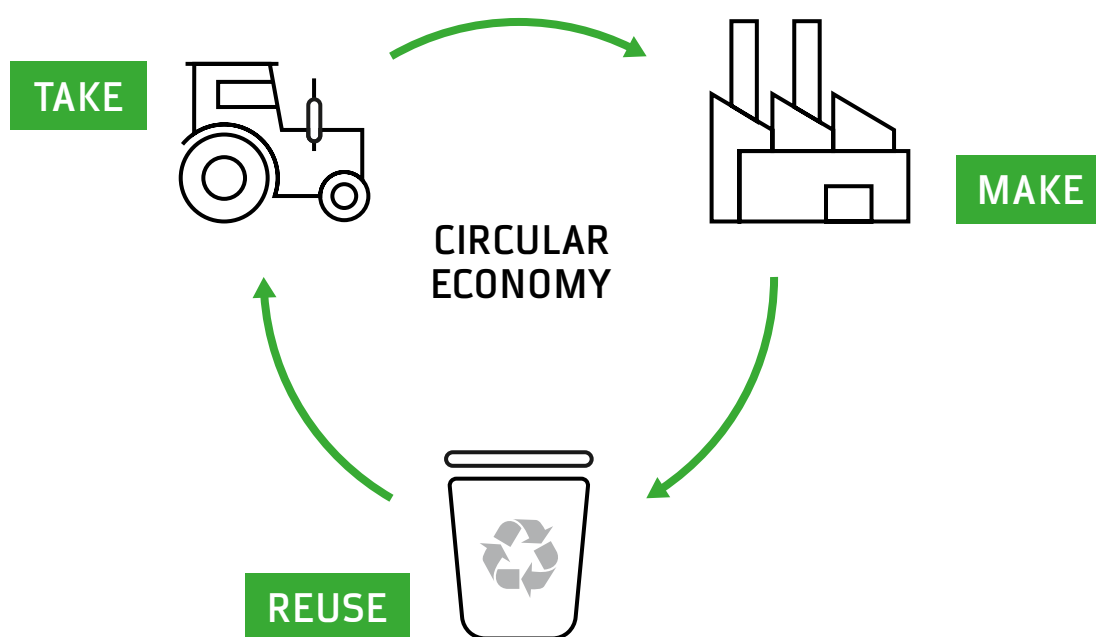
# CIRCULAR ECONOMY AND ENVIRONMENT

## HOW GREEN POINT INFLUENCES POSITIVELY CIRCULAR ECONOMY

- // Components re-use has direct impact on production costs
- // Less indirect emissions due to lower logistics flow of materials
- // Optimized stock rotation
- // Reuse or recycling of all materials
- // Lowering of ultimate scrap volume
- // Less consumption of components by re-use of main parts
- // Energy savings due to less production of raw material from resources



**GREEN POINT global network makes it possible for global customer always having an expert in the market, close to the operative sites. That means less travels and less CO<sub>2</sub> emissions.**





# ENERGY SAVINGS – CO<sub>2</sub> FOOTPRINT REDUCTION

Choosing a state-of-the-art repair, overhaul or remanufacture at a GREEN POINT location, does not mean only saving of resources but also commitment to use original spare parts and sophisticated processes. This reflects in 15% more efficiency of the maintained product compared to an unofficial repair using copy parts.

On a global prospective, the compressors serviced at GREEN POINT led in 2021 to the estimated tons CO<sub>2</sub> equivalent savings due to the higher efficiency:



North America .....	4100 Tons
South America .....	14600 Tons
Europe .....	27700 Tons
China .....	5920 Tons
Asia Pacific .....	4217 Tons



**GREEN POINT IS EXPANDING CONTINUOUSLY WORLDWIDE.**  
PLEASE CONTACT YOUR REGIONAL HEAD OFFICE FOR MORE INFORMATION.



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