

After sales services

An optimised investment.
Effectively delivered.



Working with us

It's about much more than a high performance filter

Making a difference

At Simatek, we are air filtration experts. Although filters are often a smaller element of a larger solution, they play a key role in plant performance, employee safety, and protection of the environment. At Simatek, we take a holistic perspective. We engineer our products and solutions to provide maximum performance, while making sure they are also financially the best choice.

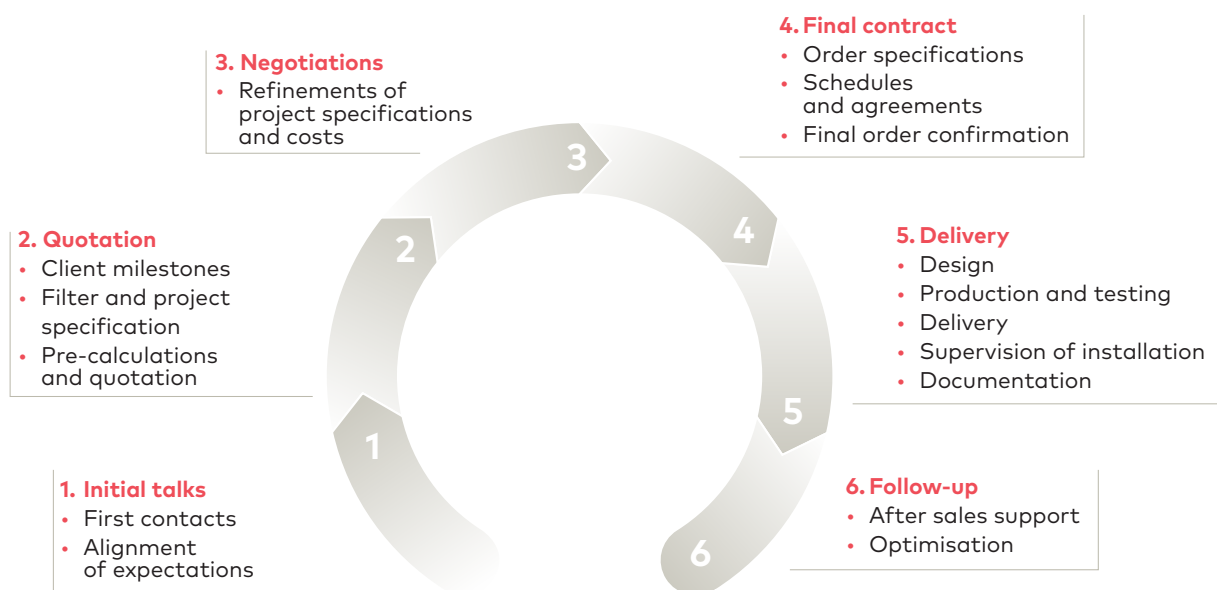
Efficient and agile

While product performance is important, we appreciate that our customers are looking for more than an efficient solution. Meeting agreements and the ability to respond constructively to changing requirements during a build, is equally important for a successful project and partnership.

Every day, we work to be a partner to our customers – a partner with high quality products, who takes responsibility, drives the project forward, responds constructively to challenges, and contributes with knowledge and expertise to deliver the most cost-efficient solution. Our principles for collaborating with our customers secure that we obtain the necessary input at the right time in the process, to deliver to high standards.

With more than 10.500 filters under our belt, we have developed and refined our project execution model to allow us to be as lean and efficient as possible, but also to operate with agility when required by changing circumstances.

Our project wheel



Service and maintenance

Round-the-clock global service that keeps your operations running smoothly with minimum downtime

Skilled and experienced service engineers

We have extensive experience in operating, maintaining and servicing all Simatek pulse-jet filters and filtration systems – including industrial vacuum cleaners and pneumatic transportation systems.

As a Simatek customer, you have access to a global service and support network. Our skilled and experienced service engineers work with your local maintenance team to help resolve issues quickly. We help you maintain high levels of uptime and optimal performance at all times.

Through our service and maintenance support, we offer:

- Supervision for installation and overhaul.
- Regular service inspections and preventive maintenance services.
- On-site troubleshooting.
- 24-hour technical service support via our hotline.
- Commissioning services.
- Support and maintenance contracts.

Customised service contracts

We offer service contracts for customers that prefer a proactive approach to service and maintenance. With a Simatek service contract, you are assured optimal performance, minimum downtime, and cost-effective operations.

We focus on regular, preventive maintenance as opposed to a purely reactive service to solve problems when they arise. You get the benefit of frequent and scheduled service and comprehensive inspection, service and maintenance. You're also given priority for scheduled visits by our service engineers.

Our service contracts are cost-effective and tailored to your specific needs.



Spare parts

Original spare parts that fit your Simatek solution and serve you for years

Compatible design

As part of our ongoing product development effort, we invest significant resources in designing new components and parts. Our spare parts are made in keeping with original Simatek specifications – in terms of fit, finish, durability, and safety. And they go through a strict quality control process. What you get is up-to-date spare parts that are compatible with your product.

When you choose original Simatek spare parts, you get:

- A wide range of spare parts that are always in stock.
- Products that are easy to use and of high quality.
- 24-hour technical service support via our hotline.
- Solutions tailored to meet your needs.
- Detailed and easy-to-use user manuals with comprehensive spare parts documentation.

Quick deliveries

We stock spare parts for all Simatek pulse-jet filters and filtration systems. These include our industrial vacuum cleaning and pneumatic transportation systems. When you order a Simatek spare part, you can be sure of a quick delivery.

We do this through an effective spare parts management process. We stock a wide range of spare parts for our filters and filtration systems sold within the past 10 years. We also offer customised solutions for parts that may not be in production currently.

Retrofit solutions

Retrofit solutions that improve performance and extend the life of your filters

Retrofit solutions are an integral part of our continuous research and development process. With our experience and know-how within retrofitting, we can offer solutions suited to your specific needs.

With Simatek retrofit solutions, you can improve the performance and extend the lifetime of your filtration systems without investing in completely new systems. This includes rebuilding and modifying solutions for systems from other original equipment manufacturers.

Our retrofit solutions keep your filtration systems up to date when it comes to:

- Functionality.
- Efficiency.
- Capacity.
- Legal requirements to meet environmental standards.
- New standards in line with plant upgrades.
- Ensuring an ergonomic working environment.
- Legal requirements to meet Work Place Hazards standards, especially in the field of ATEX conformity.

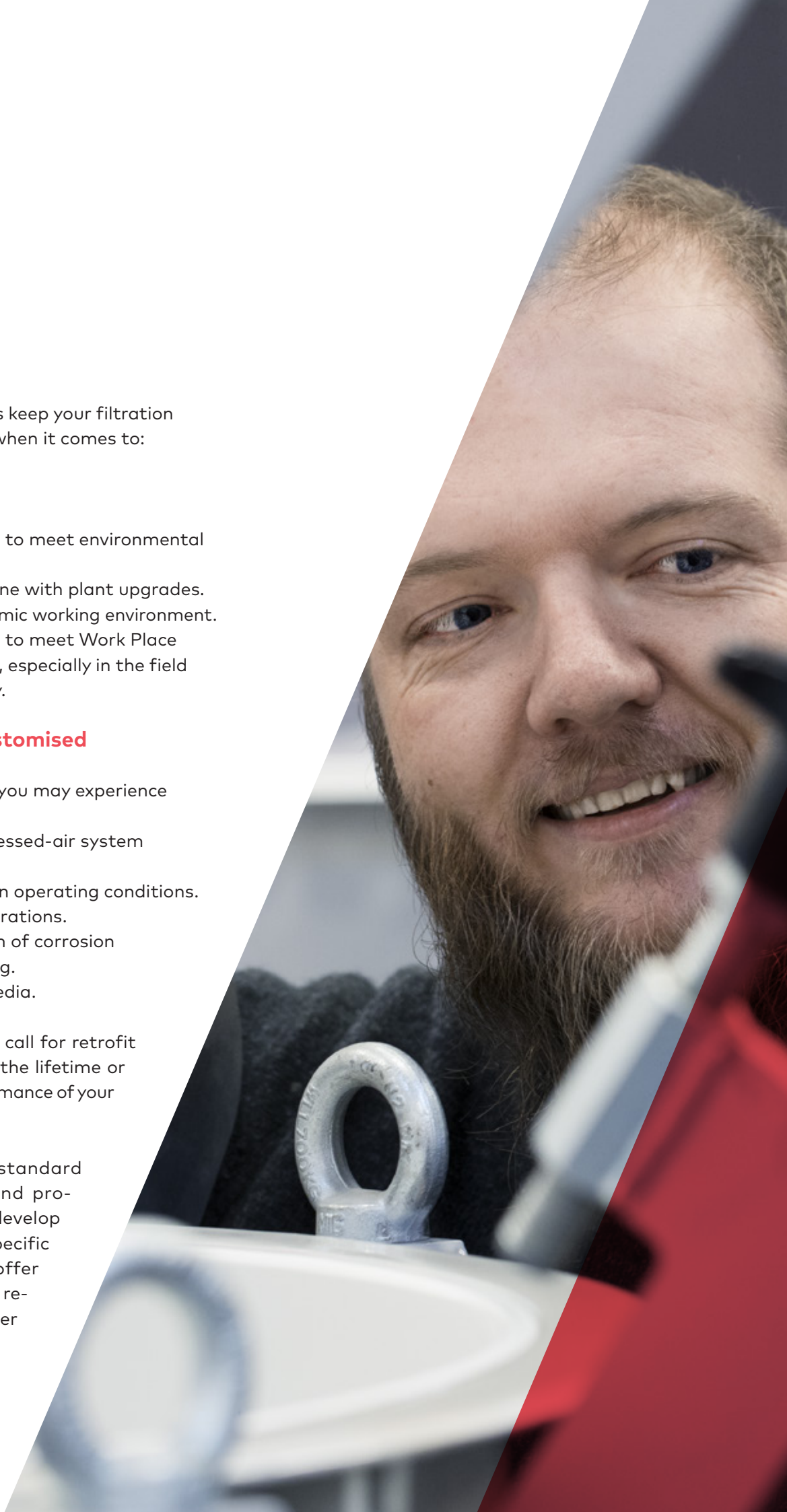
Standard and customised retrofit solutions

In certain situations you may experience the need to:

- Replace the compressed-air system in your filter.
- Adjust to changes in operating conditions.
- Optimise plant operations.
- Handle the problem of corrosion in your filter housing.
- Insert new filter media.

These situations will call for retrofit solutions to prolong the lifetime or to improve the performance of your filters.

In addition to our standard retrofit solutions and programmes, we also develop unique, customer-specific solutions. We also offer support for physical re-location of entire filter units.





Bags and cages

Filter bag and bag cage technology that delivers a perfect fit between bag and cage while offering optimal cleaning

Filter bag technology

At Simatek, we work with the best technology in all our offerings. We have long-standing experience in filter bag technology for sanitary applications in the food and pharma industries. This includes Cleaning in Place (CIP) process filters where we meet strict requirements in design, material certification, regulations and standards.

With Simatek's unique hole plate design, our filter bags are designed to create an optimal fit with our highly developed cages. This makes removal, replacement and reinstallation of the bags on site easy and quick.

The filter bags are made from needle-felt fabric coated with supporting scrims in polymeric fibre. We use a range of treatments that add unique beneficial properties and refine the filter bags – depending on the application and the operating parameters of the filter. A filter bag with a chemical coating and thermal treatment is one case in point.

The cleaning process has great influence on the life expectancy of the bags. If cleaned too often, the filter bags will wear out too fast. If cleaned too rarely, the filter bags could get blocked leading to high energy costs. This is where our expertise and experience in filter bag and bag cage technology makes a real difference.

Filter cage technology

When filter bags do not have a tight fit with the bag cage – or the bag cages are not replaced when they become rough or begin to rust, it affects the efficiency of your filter system. Neglected filter cages are often the main cause of several operational problems in plants.

Our filter cages are designed and manufactured to ensure optimal performance and easy maintenance.

An important feature is the proper fit between the filter bag and the filter cage, which ensures proper sealing and long bag life. The rugged filter cages are built to withstand the cleaning cycles and bag changes. They are also designed to offer uniform support along the entire length of the fabric filter.

Simatek filter cages are strong enough to withstand the pressure exerted from the filter bag during the particulate collection cycle. The chemistry of the gas stream determines whether special metals or special coatings are needed to reduce or remove corrosion from the metal surfaces on the bag cages.

Each filter cage, regardless of design, is produced consistently to specification. The diameter, overall length, and other close tolerances are uniformly maintained with our exclusive automated and state-of-the-art production equipment.

Filter accessories

Filter baghouse accessories that ensure a high utilisation ratio on your filtration systems

The role of filter accessories

Manufacturing and industrial plants often use pneumatic conveying or constant air flow in their operations. Using a difference in pressure, dry powders or pellets are moved in a pipe or tube.

Typically, in any type of air movement, resistance takes place due to friction. This reduces the overall pressure in the air flow direction. To modify and maintain the correct air movement, the pressure needs to be increased at some stage to compensate the loss of pressure and create constant air flow.

Our accessories play an important role in achieving this constant air flow. They ensure that your investments in filtration systems are put to good use.

Our package

As a part of the original Simatek installation package, we supply several accessories for our filter baghouse. We stock a large number of spare parts for these accessories as well as complete units for quick replacements and larger retrofit solutions. These include:

- Filter control units, fans and motors.
- Valves, dampers and compressors.
- Pneumatic transportation units and gear motor units.
- Pressure relief valves, gauges and fittings.
- Ducting material and silencers.
- Leak detection systems.
- Hatches.
- Diaphragm repair kits.

Documentation and quality

Comprehensive documentation that meets compliance standards and covers the entire project management process

With increasing legal requirements, we are seeing an increasing demand for ever more detailed documentation. At Simatek, we continuously adapt and develop our documentation to meet both official legal standards and specific customer requirements.

Documentation is an integral part of our project management process – from the initial quote to delivery and installation of the filtra-

tion system. As part of our documentation, we provide product and component descriptions, technical specifications, safety and compliance information, and user guides for installation, configuration and maintenance.

We work with our customers during the initial quotation phase to understand their specific documentation needs. This is written into the final contract and the full documentation is delivered to the customer at project completion.



Our product offerings

Simatek offers a range of high quality filters for process as well as for dust collection and aspiration.

Dust collection

SimPact 4T - R

A cost-efficient, robust solution that gives you the benefit of high productivity and savings.



SimSpot

A miniature bag filter suitable both as a stand-alone solution and as an extension to central aspiration plants.



SimPit

A flexible modular filtration system tailored to suit both existing and newly established intake aspiration pits.



Dust collection systems

Central Vacuum Cleaning System

An efficient aspiration system that handles bulk dust loads and creates a safe, clean working environment.



Pneumatic Conveying

Filtration systems that move high product loads quickly and/or between different levels.



Central Aspiration System

An aspiration system for bulk dust loads that protects machinery while creating a safe and optimal work environment.



Process air

SimPulse 3C

Single-bag cleaning technology for high capacity Process Air filtration that gives you the benefit of long bag life and energy savings.



SimPulse 3C - X

3A certified single-bag cleaning technology for high capacity filtration that gives you the benefit of long bag life and energy savings.

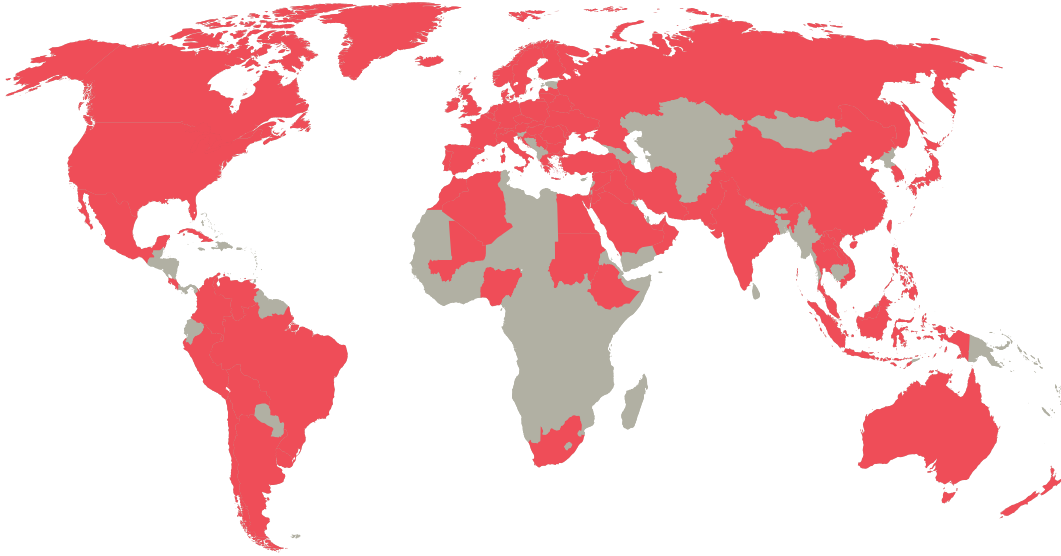


SimPact 4T

A cost-efficient, low maintenance solution that gives you the benefit of savings and low emissions.



Simatek at a glance

**35+**

years of experience

10.500+

filters installed in more than 80 countries

Air filtration specialists

With more than 10.500 Simatek filters installed around the world, we can confidently say we have the skills and expertise to deliver projects to high standards. With our dedicated team of 50 employees we efficiently move projects from contract and design to delivery, almost anywhere in the world.

An optimised investment. Efficiently delivered.

Founded in 1981, Simatek is a leading manufacturer of industrial air filtration solutions. Our high-tech products and systems optimise footprint, performance and maintenance for industrial plants worldwide. All at a low cost of ownership.

Our main areas of expertise:

- Dust collection and aspiration: A wide range of pulse-jet bag filters designed to work with dust explosive atmosphere and meet international standards and certifications.
- Process air: Simatek engineers and manufactures sanitary bag filters according to the requirements of the food and dairy industry – including process filters with Cleaning In Place (CIP) and super sanitary bag filters approved according to the USDA and with 3-A symbol certification.

Unique technology and specialised expertise are at the heart of everything we do at Simatek. Our core team of dedicated employees – alongside our global network of partners and representatives – are ready to help you find the solution that will benefit your business the most.

We call this an optimised investment, effectively delivered.

SIMATEK
Filter Technology

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