



AFTER SALES

by ALD - your plant manufacturer

Our services are tailored to your individual requirements. Simple, fast and reliable in the well-known high quality of ALD.



Support & Training

The quality of a technology also depends on the qualification and expertise of the operators. To ensure this at a high level we provide training on site.

Furnace-specific training by service engineers with extensive field experience

- ▶ Operator training
- ▶ Troubleshooting in maintenance & repair
- ▶ Process training & process optimization

Immediate support through ALD Expert Solutions

- ▶ Remote support for most contingencies
- ▶ Guided fault analysis through Remote Access
- ▶ Tailored service packages for Remote Solutions



Retrofit & Modernization

Your plant has been operating reliably and robustly for many years. We offer solutions that will also ensure this in the future.

Efficient retrofits to extend plant performance

- ▶ Functional mechanical upgrades
- ▶ Electrical control system upgrades
- ▶ State of the art in the development of our furnaces

Refurbishment of furnace

- ▶ General overhaul of existing ALD equipment
- ▶ Optionally also of third party furnaces

Industrial IoT solutions

- ▶ Condition monitoring dashboard
- ▶ Recipe management
- ▶ Application for several furnaces at the same time



Spare Parts

Original spare parts sourced directly from the manufacturer

Spare Parts Services starts with your new furnace

- ▶ Offers for initial spare parts packages for your own stock
- ▶ Bottleneck analyses to identify critical parts in your processes

Short-term deliveries through global warehousing

- ▶ Central warehouse in Germany
- ▶ Regional inventories in USA and China
- ▶ Assortment of more than 10,000 various parts on stock

Personalized ALD Expert Webshop

- ▶ 24/7 purchasing
- ▶ Immediate information about the stock
- ▶ OCI integration directly into your SAP process



Field & Advanced Services

Due to our many years of experience we can competently support you

Preventive maintenance based on empirical experiences

- ▶ Targeted performance control for optimization of the furnace
- ▶ Component-specific maintenance for assembly units

Efficient troubleshooting and repairs by furnace specialists

- ▶ Global network of ALD Service Centers
- ▶ Worldwide short-term assignment of service engineers

State-of-the-art engineering with ALD Advanced Services

- ▶ Technical guidance for regulatory audits of ALD furnaces
- ▶ Process consulting on new products or methods
- ▶ System consulting to improve energy consumption



Based on comprehensive worldwide services & spare parts network, ALD ensures professional customer care



Reliability

Global After Sales as your lifetime partner

More than 150 years of world market leadership in special plant engineering are proof of ALD quality. ALD is your lifetime partner from furnace drafting through overhaul.

Our After Sales team is committed to ensuring that your furnace provides many years of reliable Service. The program ranges from spare parts through maintenance to individual support for your ALD furnace.

Service@ald-vt.de
HOTLINE
+49 800 253 822 886
shop.ald-vt.de

**AFTER
SALES**



ALD Vacuum Technologies
High Tech is our Business

ALD – A Leading Supplier for Advanced Vacuum Furnaces

As one of the leading suppliers of vacuum plants and process technology we supply the entire vacuum metallurgy and vacuum heat treatment sector with our high-tech products and processes. ALD offers individual solutions for the best economic performance. We offer worldwide care and maintenance service of our high-quality plants for their entire lifecycle. Each newly delivered ALD plant meets the latest digital standards and is characterized by a particularly high level of environmental compatibility.

150+ YEARS EXPERIENCE – A Young Company with History

**AFTER
SALES**

ALD Vacuum Technologies
Otto-von-Guericke Platz 1
63457 Hanau, Germany
Phone: +49 6181 307-3037
Hotline: +49 800 253 822 886
E-Mail: service@ald-vt.de
shop.ald-vt.de

**ALD Vacuum Technologies
North America, Inc. (USA)**
parts@ald-usa.com
Phone: +1 860 386 7227

ALD France
service-fr@ald-france.eu
Phone: +33 4 76 33 64 40

**ALD Vacuum Technologies
(Thailand) Co. Ltd.**
SouthEastAsia@ald-vt.com
Phone: +66 2 550 7880

**OOO ALD Vacuum
Technologies (Russia)**
www.ald-russia.ru
info@ald-russia.ru
Phone: +7 495 78767-34

**ALD Vacuum Technologies
India Pvt. Ltd.**
www.aldvt-india.com
AS@aldvt-india.com
Phone: +91 91520 03246/47

**ALD-C&K Vacuum Technologies
(Suzhou) Co., Ltd. (PR China)**
www.ald-cnkn.com
Service@ald-cnkn.com
Phone: +86 512 6385 8833

**ALD Thermo Technologies
Far East Co. Ltd. (Japan)**
In charge of: Japan,
South Korea, Taiwan
infoFE@ald-vt.de
Phone: +81 3 5961 3017

ALD_AS_2024

AFTER SALES SUPPORT

LIFECYCLE PARTNER FOR ADVANCED VACUUM FURNACES

