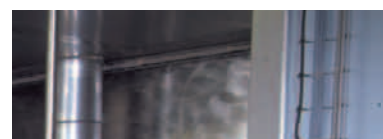


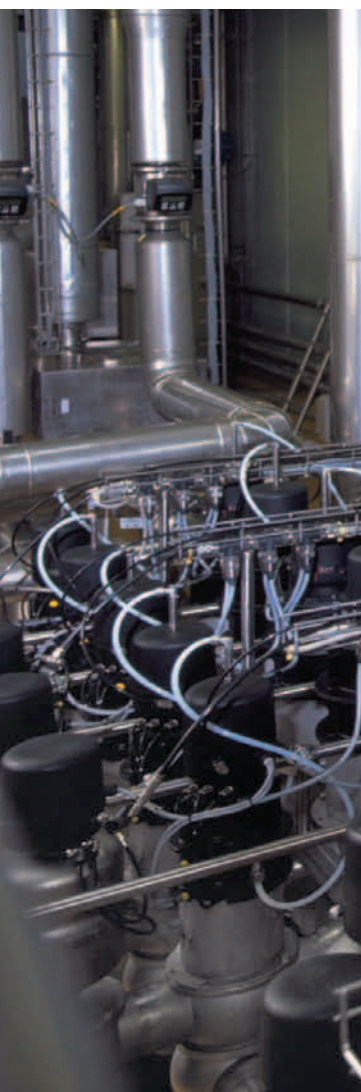
SPX®

Service



SPX Flow Technology Customer Service

– for Optimum Performance and Profitability



Brands that Work Together

SPX Flow Technology serves a wide range of industries including food, dairy, beverage; biotechnology, pharmaceutical and personal care; HVAC; power generation, oil and gas and compressed air. Offerings range from engineered components to complete packaged system solutions and services.

SPX Flow Technology embraces a number of brands – each a world leader in its field – that work together to address key business drivers, such as cost control and productivity, waste and energy management and regulatory compliance. The result is precision-engineered processing and automation solutions supported by global service, and engineering and applications expertise that address customers' specific applications and business needs.

›APV®

Processing, automation and production management solutions and services for the food, dairy, beverage, pharmaceutical, biotechnology and cosmetics industries. Specialised technologies include heat transfer, mixing, homogenisation, pumps and valves.

›Bran+Luebbe®

Metering and process pumps, process systems and analysers for all industrial processes in which liquids are metered and mixed – from simple metering of a single liquid flow to an entire computer-controlled production plant.

›Johnson Pump®

Pumps for industrial, marine and horticultural applications including centrifugal pumps, internal gear pumps, rotary lobe pumps and impeller pumps as well as custom-engineered solutions for the transport of fluids and viscous media, no matter how difficult the challenge.

›Lightnin®

Mixing solutions for slurry pipelines and storage, mining and minerals, chemical processing, pharmaceutical and biotechnology, pulp and paper, oil and petroleum, water and wastewater treatment, flue gas desulphurisation and personal care industries addressing applications such as ventilation, flocculation and reactor processes.

›Plenty®

Pumping, filtering and mixing solutions for gases, fluids and suspensions in the petroleum and natural gas, chemical processing, metal processing and mining industries.

Customer Service – Helping to Realise Your Full Potential

SPX Flow Technology is committed to helping you improve the performance and profitability of your manufacturing operations and processes.

Six Steps to Maximum ROI

Your plant and equipment solutions from SPX Flow Technology are designed to meet your specific demands for quality, productivity and cost control as well as sustainability in terms of emissions, waste, process and energy management.

The SPX Flow Technology commitment to helping you to maximise your Return on Investment by improving performance and profitability does not stop at delivery. Our commitment covers every operational aspect of your SPX Flow Technology plant and equipment throughout its service life:

1. Education and training

Training operators in operation and maintenance of the equipment supplied.

2. Installation and commissioning

SPX Flow Technology brand engineers ensure that your process solution is 100% operational from day 1.

3. Optimising production time

Enabling simple ordering of original spare parts and consumables for rapid delivery all over the world and recommending an optimum on-site spare parts inventory balancing risk against capital outlay.

4. Avoiding unscheduled stoppages

Offering Maintenance Contracts that meet the individual needs of each customer.

5. Rapid assistance when you need it

Providing rapid service and maintenance by experienced engineers and technicians.

6. Optimising your competitive strength

Providing application knowledge in connection with process optimisation and development of new applications.

Each of these aspects is described in more detail on the following pages.

A Question of Quality and Profitability

1 Training – because People Make the Difference

Correct operation and on-the-spot troubleshooting and scheduled maintenance by your own staff is the fastest and cheapest way of ensuring safe and efficient operation over a long service life.

Each process solution from one of the SPX Flow Technology brands is supported by operator training schemes based on the experience and expertise of brand engineers and technicians. The objective is to make you as self-supporting as possible.

Our seminars include:

- Basic theory
- Maintenance
- Repairs



2 Installation and Commissioning – Optimisation from Day 1

Each SPX Flow Technology brand is responsible for ensuring that your plant solution is correctly installed and meets the agreed specifications 100% before pressing the start switch. Correct installation is an important factor influencing quality, efficiency and return on investment.

3 Original Spare Parts – Avoid Costly Stoppages

Original spare parts are a cost-effective way of avoiding unscheduled stoppages and prolonging the service life of your equipment. Original spare parts from one of the SPX Flow Technology brands are designed and engineered in robust materials to fit perfectly into place, thus saving maintenance time. They also meet original load and runtime specifications to extend production time by reducing maintenance frequency.

Spare parts are simple to order by telephone, fax or email at the numbers and addresses at the end of this brochure, and many parts can be delivered within 24 hours. The best way of ensuring minimum downtime, however, is to maintain an on-site inventory of critical spare parts. SPX Flow Technology engineers can recommend an optimum inventory for your process plant and equipment based on a balance between risk and capital outlay.

4 Maintenance Contracts – Pre-empting Problems

Maintenance and repairs carried out at regular intervals guarantee long run times and low vulnerability to failure. A maintenance contract guarantees the highest possible availability of your production systems at pre-budgeted costs. The SPX Flow Technology brands offer a wide range of different maintenance contracts tailored precisely to your individual needs. These include:

- Standard maintenance contracts
- Modular maintenance contracts
- Fully-comprehensive maintenance contracts

5 Rapid Service and Maintenance – by Expert Service Teams

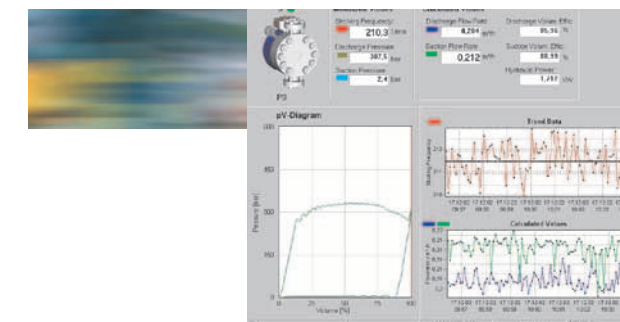
Should you need assistance beyond your on-site competences and capabilities, you can ask for a visit at short notice by an engineer or technician from the SPX Flow Technology brand that supplied your plant or equipment.

Repairs can be carried out at your site or at an SPX Flow Technology repair facility and are based on a careful diagnostic analysis – if applicable using a remote diagnostics system – and a firm quotation. All repairs are carried out using original, high-quality spare parts, and are subject to test runs, either at the SPX Flow Technology repair facility or at your own site, in order to ensure smooth subsequent operation.

Testing

APV LifeTime Testing Services includes the patented Testex process that ensures plate heat exchanger integrity. This is especially relevant in the hygiene market where cross-contamination can present a problem. The Testex process can be used at the customer's site and detects tears down to 3 microns, making it the most accurate of its kind currently on the market.

The Bran+Luebbe brand offers detailed diagnostics analysis using, for example, the NOVALINK-CSM2 online diagnostics system for oscillating pumps, in order to create optimum cost transparency. Repairs are based on a firm quotation.



For more information about the APV branded LifeTime Testing Services or the Bran+Luebbe branded NOVALINK-CSM 2 online diagnostics system, please contact your local SPX Flow Technology office at one of the numbers at the end of this brochure.

Remote Diagnostics

Many process solutions provided by SPX (APV or Bran+Luebbe brand) can now be automatically monitored and even controlled remotely by expert engineers over a dedicated telephone line or via the internet. This also enables direct dialogue between operating staff and SPX Flow Technology experts based on common, real-time data.

For more details, please call your local SPX Flow Technology office or the relevant contact number on at the end of this brochure.

6 Knowledge Sharing – because innovation breeds success

Engineers and process experts from SPX Flow Technology are ready to share their knowledge and experience in connection with optimisation of existing processes and the development of new application processes – either at your own site or at one of the SPX Flow Technology Innovation Centres.

All work carried out together with customers is protected by strict confidentiality.

In many cases, we provide instant diagnostics and advice via our service hotlines where teams of trained technicians are available to answer technical queries.



Get More by Spending Less

In today's rapidly changing world, optimising your profitability depends on your ability to extract just a small percentage of extra yield from your processes or adapt cost-effectively to changing process requirements.

Reconditioning and Upgrades

Profitability is about maximising the capacity and reliability of your plant and equipment and thus its lifetime value. In many cases you may find that building on your existing investment by reconditioning your plant or equipment or upgrading it to a new performance level delivers a significantly higher return on investment than capital investment in a new solution.

For example, the quality and expected lifetime of reconditioned APV homogenizers and plate heat exchangers, as well as Bran+Luebbe metering and process pumps, are comparable to those of new equipment.

SPX Flow Technology engineers can conduct a survey of your current SPX Flow Technology plant and equipment together with the application processes involved and give you an overview of your reconditioning or upgrading options.

In many cases, SPX Flow technology can make alternative equipment available to you on a rental basis.

Equipment that can be reconditioned or upgraded includes:

- Plate heat exchangers
- Homogenizers
- Metering and process pumps
- Autoblend metering stations and process systems



Applications Testing

New applications may present challenges that your existing plant and equipment cannot meet, even after reconditioning or upgrading. The only solution is to invest in new plant and equipment. The question, however, is which?

SPX Flow Technology can make plant units available on your own premises for testing under your own production conditions. Alternatively you may prefer to test new applications at one of the SPX Flow Technology Innovation Centres.

In both cases, SPX Flow Technology experts are available with advice and guidance based on their specialised experience and expertise. And a successful trial under their guidance can always be ramped up to production scale without any problems.



Find Your Nearest Service Partner

SPX Flow Technology maintains a finely meshed, worldwide network of service centres and partners. Call or mail for more details of how we can help you optimise your performance and profitability.

APV brand:

Customer Service

| | |
|-------------------------------|-------------------------------|
| Hotline domestically | 0800 - 0800 - 278 |
| Hotline Austria + Switzerland | 008 00008 00 278 |
| Service technicians | +49 (2303) - 108 - 511 |
| Technical information | +49 (2303) - 108 - 511 /- 513 |
| Repair in the factory | +49 (2303) - 108 - 361 |
| Fax | +49 (2303) - 108 - 521 |

APV spare parts

| | |
|----------------|-------------------------|
| Quotations | +49 (2303) - 108 - 0 |
| Order handling | +49 (2303) - 108 - 550 |
| Fax | +49 (2303) - 108 - 210 |
| www | APV-Deutschland-GmbH.de |

Bran+Luebbe and Johnson Pump brands:

Customer Service

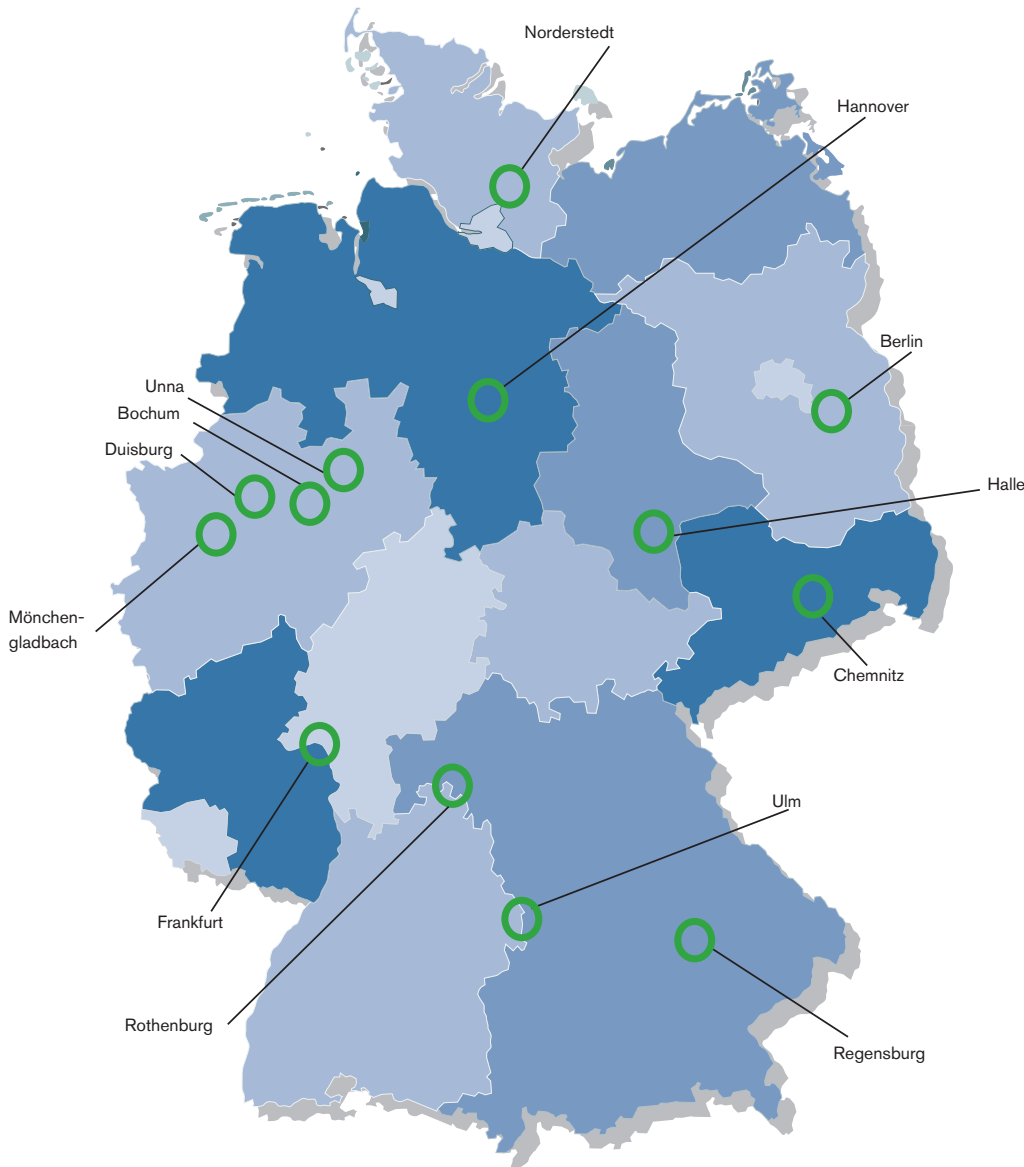
| | |
|-----------------------|--------------------------------|
| Hotline | +49 (40) - 52 20 2 - 405 |
| Service technicians | +49 (40) - 52 20 2 - 428 |
| Technical information | +49 (40) - 52 20 2 - 237 /-360 |
| Repair in the factory | +49 (40) - 52 20 2 - 407 |
| Fax | +49 (40) - 52 20 2 - 447 |

Bran+Luebbe spare parts

| | |
|----------------|--------------------------|
| Quotations | +49 (40) - 52 20 2 - 335 |
| Order handling | +49 (40) - 52 20 2 - 336 |
| Fax | +49 (40) - 52 20 2 - 454 |
| E-Mail | Servicepumpen@spx.com |

Johnson Pump spare parts

| | |
|-------------------------------|------------------------|
| Quotations and order handling | +49 (5731) - 4808 - 21 |
| Fax | +49 (5731) - 41951 |





ABOUT SPX

Based in Charlotte, North Carolina, SPX Corporation (NYSE: SPW) is a global Fortune 500 multi-industry manufacturing leader. For more information, please visit www.spx.com.

Global locations

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Fax: +49 40 52202-444
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Fax: +49 2303 108-210

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