



*NORIS Service* –  
A Strong Global Partner Close to You



# An overview of our services

Providing the highest level of service means delivering maximum performance in every area and going above and beyond

*“The best service starts with a vision!”*

– day after day. As an experienced manufacturer of devices and systems for measuring and automation technology, not only are we experts on which components and system parts are subject to particularly high levels of stress, but we are also ideally placed to know what really matters in our field. There is a continual

stream of new guidelines to be adhered to; standards have to be met; operating costs reduced; service and maintenance costs kept to a minimum; and downtimes avoided. In an ideal world, service work would not be necessary at all. But since the real world is different, a response that’s fast, simple and comprehensive is required when service work does come up – and what is more, it has to be one that doesn’t compromise on quality. That’s how to deliver the highest level of service. And it’s exactly the method we’ve been using to inspire our customers over

several decades. So what’s our secret – how do we achieve that perfect balance? The answer is simple, and is all down to maintaining a holistic perspective. We keep service in mind right from the start, from developing each individual product and designing each solution, to installation, commissioning and throughout the equipment’s entire operating life, and right through to the actual service work itself – in other words, over the life cycle in its entirety. Further down the line, we still focus on keeping the equipment going, as well as, of course, on replacement.

## We are there for you through the entire life cycle of our products



## Customer support & service

Support	Repairs	Spare parts	Customer service	Training
Hotline and personal support	In-house repair service	Intelligent spare parts logistics	Commissioning	Operation and application
Technical consulting	On-site repairs	Spare parts packages	Installation	Commissioning
Web support	Exchange service	RETROFIT solutions	Inspection	Professional service
			Maintenance	Engineering
			On-site repairs	
			Updating, Upgrading and RETROFIT	

### Maximise your productivity!

- Maximise your system availability
- Extend the life of your system
- Optimise your system’s performance
- Reduce the time required for repairs

### Improve your financial power!

- Reduce your operating costs
- Reduce your repair costs
- Use capital you have already invested: NORIS RETROFIT solutions instead of expensive new acquisitions

### Enjoy the benefits of development and progress!

- Use new and improved innovative functions
- Create more convenience
- Reduce the impact you have on the environment

### Stay flexible!

- Make the most of our global service network
- Benefit from our short information and communication routes
- Benefit from the flexibility of open system platforms

**YOUR BENEFITS**

**NORIS Group GmbH**

Muggenhofer Str. 95  
90429 Nuremberg  
Germany

Phone: +49 911 3201-130  
Fax: +49 911 3201-150  
service@noris-group.com  
www.noris-group.com

**NORIS Automation GmbH**

Friedrich-Barnewitz-Str. 10  
18119 Rostock  
Germany

Phone: +49 381 519944-15  
Fax: +49 381 519944-4  
service@noris-automation.de  
www.noris-group.com

**NORIS Benelux B. V.**

Nieuwland Parc 10 L  
2952DA Alblasterdam  
The Netherlands

Phone: +31 78 890 7550  
Fax: +31 84 870 7666  
info@noris-benelux.nl  
www.noris-group.com

**Shanghai NORIS-SIBO  
Automation Co. Ltd.**

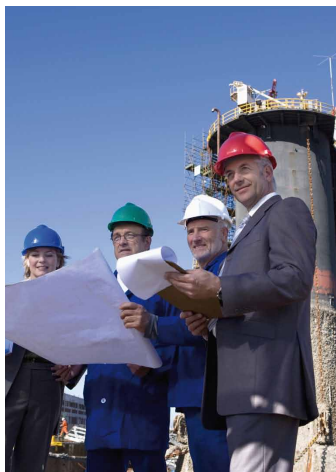
Room 312, Tomson Commercial Building  
710 Dongfang Road, Pudong  
Shanghai, 200122  
P.R. China

Phone: +86 21 68761180  
Fax: +86 21 68758808  
info@noris-sibo.com  
www.noris-group.com

**NORIS Automation Far East Pte. Ltd.**

No. 42 Toh Guan Road East  
#01-80 Enterprise Hub  
Singapore 608583 /  
Singapore

Phone: +65 62 67 85 36-105  
Fax: +65 62 67 85 37  
singapore@norisautomation.com  
www.noris-group.com



NORIS Group GmbH  
Muggenhofer Str. 95  
90429 Nuremberg  
Germany

Phone: +49 911 3201-0  
Fax: +49 911 3201-150  
info@noris-group.com  
www.noris-group.com

■ Nuremberg ■ Rostock ■ Rotterdam ■ Singapore ■ Shanghai