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 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 comes 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

Planning
Implementation
During operation
Solutions at the end of the product’s life cycle
Consulting
Commissioning Installation
Maintenance Repairs
RETROFIT Upgrades
Planning
Implementation
During operation
Solutions at the end of the product’s life cycle
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Customer support & service

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

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