

CAPABILITY 21 / 27

Installation, Commissioning, Start-up & After-Sales Coordination

Technical support from installation through after-sales.



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OVERVIEW

Delivering equipment is only part of the job; it must be installed, started and supported. COTI coordinates installation supervision, commissioning, field visits, warranty and after-sales service through qualified technical partners and OEMs.

CONTENTS

- 21.1** Installation-supervision coordination through qualified technical partners/OEMs.
- 21.2** Commissioning and start-up assistance coordination.
- 21.3** Technical field visits, troubleshooting and specialist mobilization.
- 21.4** Warranty-claim coordination, replacement follow-up and technical-query routing.
- 21.5** Spare-parts replenishment, lifecycle support and service coordination.

21.1 Installation-supervision coordination through qualified technical...

SUPPLY SCOPE

Installation-supervision coordination through qualified technical partners/OEMs.

DEFINITION

Installation supervision means that a specialist from the manufacturer or a qualified partner oversees mounting and connection so that the equipment is installed according to the manufacturer's requirements and the warranty remains valid.

21.2 Commissioning and start-up assistance coordination.

SUPPLY SCOPE

Commissioning and start-up assistance coordination.

DEFINITION

Commissioning checks that installed equipment works as designed before normal operation; start-up is the first controlled operation. COTI coordinates the specialists who assist the client's teams.



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21.3 Technical field visits, troubleshooting and specialist mobilization.

SUPPLY SCOPE

Technical field visits, troubleshooting and specialist mobilization.

DEFINITION

When a problem appears on site, COTI organises technical field visits, troubleshooting and the mobilisation of specialists from the manufacturer or qualified partners.

21.4 Warranty-claim coordination, replacement follow-up and technical-query...

SUPPLY SCOPE

Warranty-claim coordination, replacement follow-up and technical-query routing.

DEFINITION

If a defect is covered by warranty, COTI coordinates the claim with the manufacturer, follows the replacement and routes technical questions to the right expert.

21.5 Spare-parts replenishment, lifecycle support and service coordination.

SUPPLY SCOPE

Spare-parts replenishment, lifecycle support and service coordination.

DEFINITION

After start-up, COTI supports spare-parts replenishment, lifecycle needs and service coordination throughout the equipment's working life.

Specialized services are provided and/or coordinated with qualified technical partners according to project requirements.

Contact COTI

Send us your RFQ, part numbers, nameplate photos or technical specifications. We will review your requirement and reply with a structured proposal.

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