

## Press Release

### CompAir announces new Assure service agreements

CompAir has announced the launch of its new Assure service agreements, helping compressed air users avoid unplanned, unbudgeted downtime and production interruptions. Crucially, these new service agreements are not just available for CompAir equipment customers, but are available to all compressed air users, no matter the manufacturer or age of the equipment.

Often referred to as the ‘fourth utility’, compressed air is vital element in a wide range of industry operations. The new Assure service agreements help establish CompAir as the premier compressed air partner of choice, helping businesses optimise operational efficiencies, mitigate risks, and streamline working practices by ensuring customers only need to deal with one compressed air supplier.



Delivered by factory-trained service technicians and backed by a brand with more than 145 years of industry experience, there are three levels of the Assure service agreement available for compressed air users to take advantage of.

The first level, AssurePLAN, covers the timely replacement of consumable components such as oil and air filters, separators, and oil, with a 12-month warranty on these assets.

The second level, AssurePLAN+, provides planned servicing and maintenance for assured peace of mind, as well as diagnostics to identify any potential issues before they become a bigger risk. The agreement covers both consumable parts and other important wearable items, such as minimum pressure valves and inlet valves. AssurePLAN+ also provides warranty protection for a compressor's air-end, covering six years for an oil-free system and ten years for an oil-lubricated.

### **Let CompAir handle the pressure**

The third level, AssureCOMPLETE, is the most comprehensive, ensuring all operational risk for a compressed air system is transferred to CompAir. This delivers much greater peace of mind than extended warranties provide, which are limited and reactive by design.

With AssureCOMPLETE, CompAir and its customers interests are aligned, with the risk transfer agreement providing numerous mutual benefits. These include a fixed cost of ownership, assisting with budgeting, and reduced risks should issues arise. Downtime is kept to an absolute minimum, with CompAir helping to keep assets operational, and improved efficiency levels.

AssureCOMPLETE also helps protect customers, with CompAir assuming the responsibility of all unexpected costs. By implementing diagnostic and remote monitoring, repairs can be scheduled to prevent unplanned outages and networked assets enable advanced remote analysis.

Those that choose to take advantage of AssureCOMPLETE will also benefit from an enhanced supply chain management process, guaranteeing exceptional customer service, and resources will be allocated to focus maintenance staff on critical production areas. Finally, this level ensures a customer is entering into a fully transparent agreement with no surprises; there's no exceptions hidden in the small print. CompAir is completely responsible for making sure a customer's compressed air system operates to the highest standards.

### **Invaluable insights with iConn**

All three Assure service agreements are supported by iConn, an intelligent digital platform that can assist compressed air users with production planning, while protecting their investment too. Delivering historic,

real-time, predictive and cognitive analytics, iConn makes sure any potential issues are rectified quickly, before they become a bigger problem, which can be costly and time-consuming to resolve. Real-time monitoring, alarms, and warnings help reduce the risk of downtime, while ensuring CompAir reacts to any problems fast.

Compatible with all CompAir systems, iConn is simple to use and install, and can be easily integrated as a retrofit solution with both existing and third-party equipment, and because it's a remote monitoring solution, owners and operators can stay in control of their compressed air operations from anywhere in the world, via PC, tablet, or smartphone.

Gary Spence, Service Operations Leader at CompAir, said: "We're here to help make sure users are always in control of their compressed air operations, and our new range of Assure service agreements help deliver on this promise.

"With support delivered by technicians trained to the highest possible standards, fast access to genuine CompAir parts for maximum reliability and assurance, and remote monitoring capabilities, we provide a rapid response for any compressor issues. Automated shipping and scheduling reminders eliminate the risk of overlooking or not carrying out scheduled maintenance, so users can be confident of a long service life for their compressed air system.

"Over time, it's only natural that companies will have built up a range of assets from different manufacturers, too. For this reason, our Assure agreements extend to all compressed air systems, no matter the manufacturer or age of the equipment, oil-free or oil-lubricated. We're the experts in compressed air technology and, as such, we believe it's our job to make sure they run to the highest standards possible, regardless of the make or model.

"We're thrilled to be able to bring these new Assure service agreements to the market, driving efficiencies and increasing uptime. The result? Greater peace of mind, lower cost of ownership, and optimal performance for compressed air users at all times."

For more information on CompAir's Assure service agreements, please visit <https://www.compair.com/en-gb/compressor-service/service-expertise>

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## **About CompAir**

With over 200 years of engineering excellence, CompAir offers an extensive range of reliable, energy efficient compressors, dryers and accessories to suit all applications. An extensive network of dedicated CompAir sales companies and distributors around the world provide global expertise with a truly local service, ensuring

CompAir's advanced compressor technology is backed up with the right support. CompAir has consistently been at the forefront of the compressed air market, developing some of the most energy efficient and sustainable compressors available today, helping customers to achieve or surpass their environmental targets.

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