

Customer service



The key

to make your system run perfectly



SCHMID
energy solutions



Schmid energy solutions is a Swiss family business that has specialized in wood energy solutions since 1936.

Wood energy is renewable, which makes it one of the most important forms of sustainable energy production in Switzerland after hydropower, also in terms of implementing the energy strategy for 2050. However, this also means that the operators of wood combustion systems face increasing requirements. We always want to be on the summit with our customers!

We can reach this goal together, thanks to solutions that meet your needs and the promise of top service worldwide, which can also move mountains if necessary. Because you can reach our after-sales service 365 days a year, 24 hours a day.

Are you looking for maximum operational safety, optimal efficiency and competent advice at any time of day and night? Then you're in the best hands with Schmid. Whether you need phone advice, on-site maintenance, remote maintenance or operational optimization – together we will develop the best service package for you.



Philipp Lüscher – CEO Schmid Groupe

Service locations in Switzerland

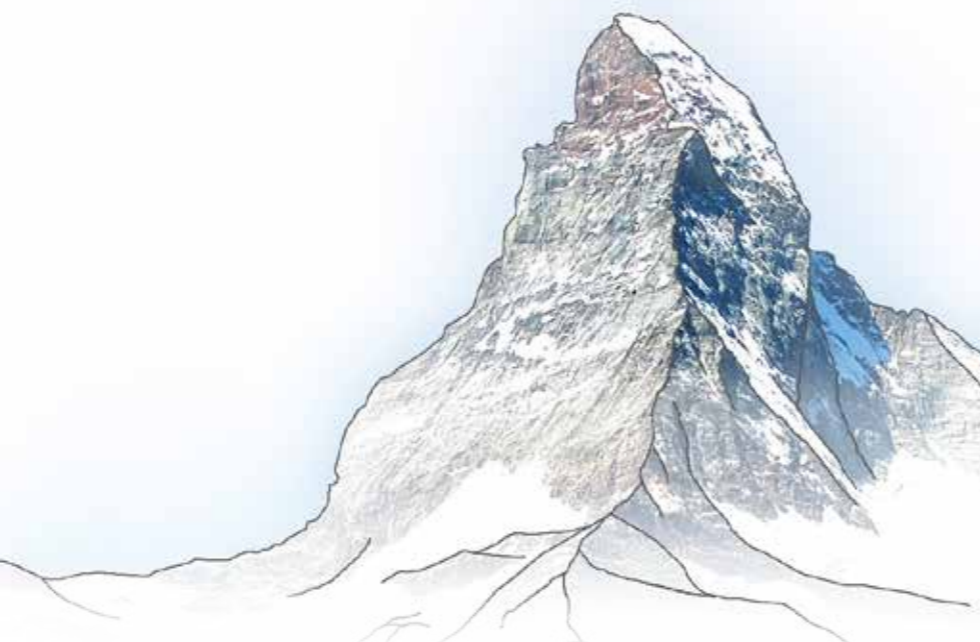
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Comprehensive support – to maintain your investment

Schmid employees

- Competent multi-talents
- Reliable
- Diligent
- Customer-oriented
- Solution-oriented

Service

- 24h hotline / standby
- Repair and troubleshooting
- Remote access and technical support
- System maintenance and service
- Retrofit and operational optimization
- Support for third-party systems

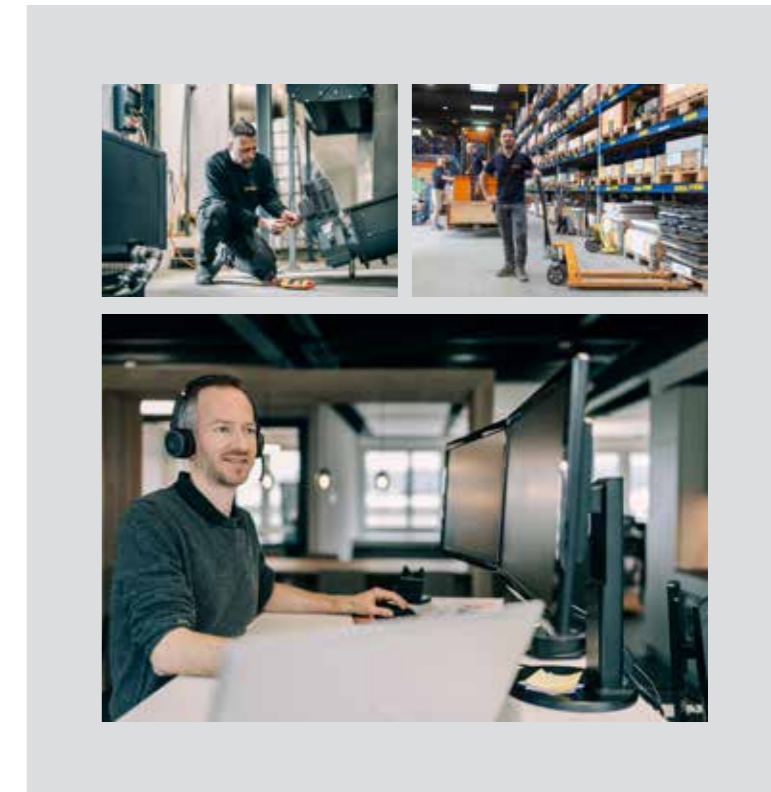
Service contracts

for maintenance and servicing

- Revision and emissions maintenance, annually or as requested
- Guidance for official measurements
- Remote maintenance to increase efficiency
- Maintenance and operation of systems

Spare parts

- Worldwide spare parts service
- Emergency packages according to need
- Fast availability



Training

- System maintenance and basics of control unit
- Regular behavior and combustion technology
- Operational optimizations
- Operation of steam and thermal oil systems
- Specialized training in these areas:
 - system hydraulics
 - oil hydraulics
 - pneumatics
 - electricity



Retrofit of control unit

Upgrading the control unit will keep your operation state-of-the-art – and this at a fraction of the cost of new equipment.

Our services:

- Advice regarding upgrades and options for new control units
- Scheduling for the planned retrofitting
- Retrofitting the system to the latest generation of control units
- Adjustment of data interfaces
- User support and training for the operation of the new control unit

Your benefits:

- Multilingual user interface
- High-volume data storage for all relevant system information such as malfunctions, warnings, operating data and much more.
- Simplified chimney sweep menu for quick cleaning
- Better system monitoring thanks to remote control and remote access
- Online help



Maintenance

Combined with well-instructed and motivated system operators, regular maintenance guarantees high effectiveness and optimal efficiency – paired with low emissions. This results in a careful operation that significantly increases the lifespan of your system. You also benefit from predictable costs and early recognition of deviations that help you prevent secondary damages. The right service package – together we will define the scope of maintenance and intervals according to need.

Our services:

- Control of silo filling, silo discharge system, transport systems, combustion chamber, de-ashing and additional components
- Individual maintenance and cleaning by Schmid AG
- Monitoring of the safety equipment and advice in respect to new laws
- Functional management of the control unit and regulation
- Analysis and advice regarding operational optimization
- Competent advice regarding the need to replace defective components and repairs
- Optimal adjustment of the system to emission and performance values
- Implementation of emissions measurement in consideration of Canton-based regulations

- Guidance for official measurements and assurance that the legally required emission values are complied with

Your benefits:

- High operational safety and system availability
- Highest possible status of the technology- and safety-related standards
- Efficient and careful operating behavior
- Resource planning and scheduling of the arranged maintenance
- Reduced planning and monitoring effort for the system operator
- Compliance with the legal provisions



Ersatzteile

Thanks to the high availability of spare parts at our headquarters in Eschlikon, we can supply the necessary parts very rapidly around the world. We also have spare parts warehouses in Switzerland and abroad, which allow our employees to offer high availability and fast response times.

To increase the operational safety and availability of your system even further, we will be glad to advise you about assembling customized spare parts packages which the operator can expediently replace on his or her own.

Service

Our employees are available around the clock to help you by phone or on site whenever needed. With their comprehensive training, our specialists can solve problems quickly and avoid expensive follow-up visits.

Our service employees are very competent at handling all kinds of troubleshooting and repairs. We also provide specialists that will gladly offer advice and support for the restoration and optimization of your system.



Training

Competence and knowledge ensure the successful operation of the system.

Schmid offers its partners hands-on training that takes the planning basics of QM Holzheizwerke into account and enable the operator to handle our systems in mechanical as well as procedural respects. Many people contribute to the optimal operation of a system. This is why one of our priorities is to offer requirement specific training to everyone involved.



Always be up to date - benefit from our training:

aftersales.industrial@schmid-energy.ch

System planning:

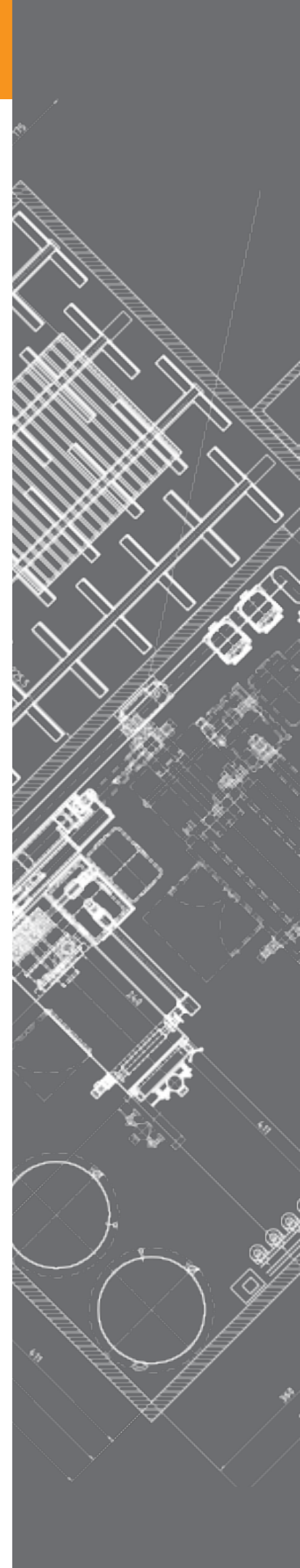
Planning is crucial for an optimal operation. The training sessions cover the following topics and their importance in depth:

- Foundations of system planning and the optimal system selection
- Optimal dimensioning of the system according to the type and duration of the heat requirement
- Use and layout of an energy storage system
- Integration and regulation of storage system operation
- Safety-related aspects
- Influence of the fuel on the system planning and operation
- System components as well as their application areas and additional benefits
- Applicable national / cantonal regulations and directives
- Maintenance and servicing of an industrial wood combustion system
- Operational optimization of wood combustion systems

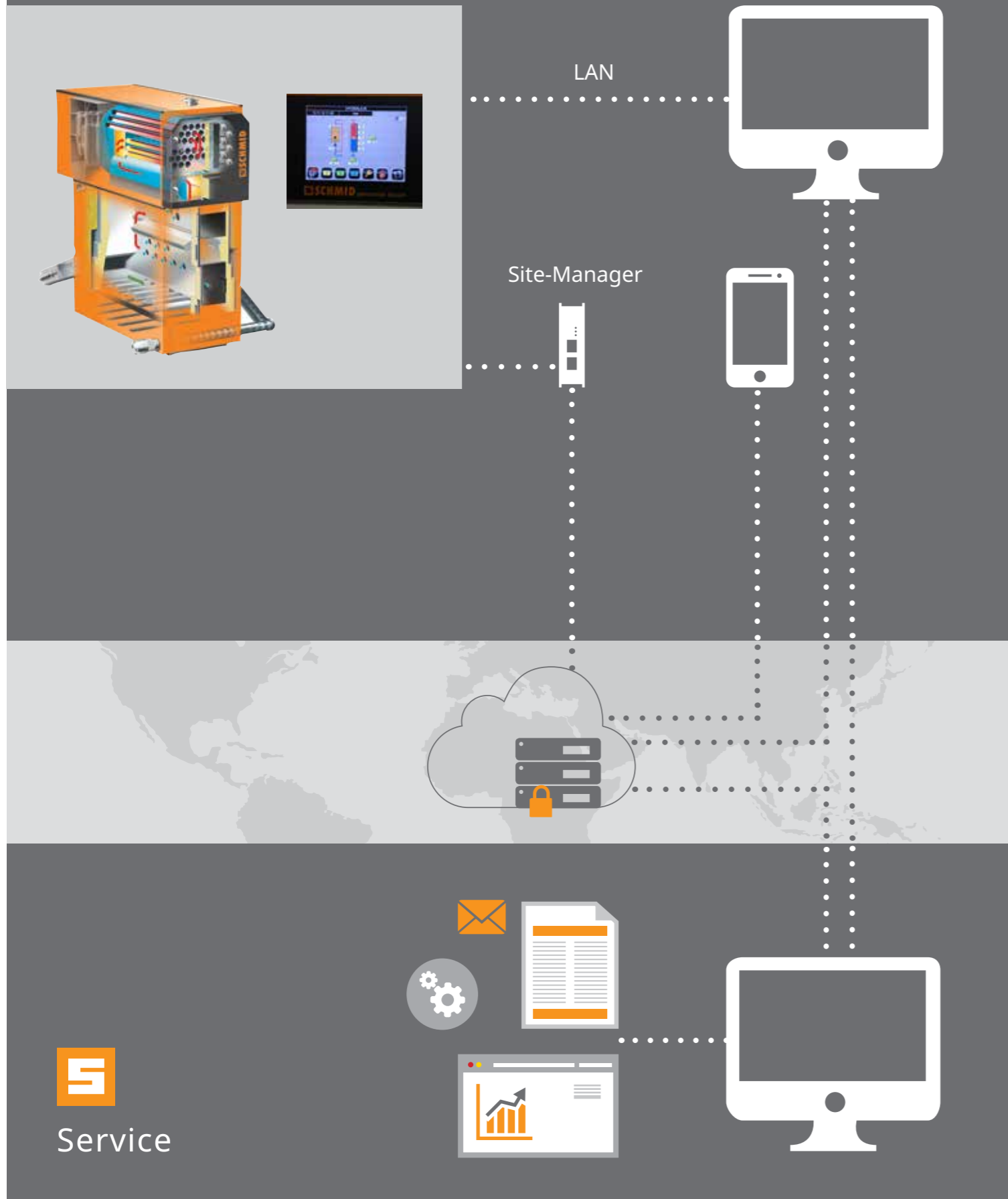
Operation and maintenance of the system:

For many years, the operator is the key person who has significant influence on the durability and efficiency of a system, in cooperation with Schmid AG. The training covers the following topics:

- Fundamentals of Schmid wood combustion systems and combustion
- Start-up – heating, heating operation, cleaning, maintenance
- Safety-related aspects in systems
- Important settings, functions and parameterization of the regulation
- Existing systems and possible additional functions
- Benefits of remote access and remote maintenance
- Operational optimization of wood combustion systems
- Chimney sweep training



System operator



The remote maintenance concept

The Focus is on the operational analysis, operational safety, system optimization and reduction of service costs. All for the best protection of your investment.


Remote standard

- Mobile control unit for the system and access to the touch panel
- Remote diagnostics and more efficient advice by phone
- Weekly automated report of the trend data via e-mail and web access
- Pattern recognition: Projected/actual comparison for the early detection of operational deviations
- Continuous analysis and annual analysis of the system
- Continuous optimizations

Remote standard is one of 4 service packages. If you would like to find the right service package for your needs – please contact the representative listed below.



Remote access, remote diagnostics and remote maintenance

 For Schmid, safety is a top priority!

The remote access corresponds to the latest safety standards. An encrypted connection is established through SiteManager. This connection can only be established if the user has a certificate issued by Schmid. All data are transmitted with encryption via a VPN tunnel and are thus protected against external interventions.

Contact

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