



## PRESS RELEASE

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### **Fluiten customer service is a “Global Service”**

*The service department offers a complete range of services to meet specific market demands, and Fluiten distinguishes itself for the quality and excellence of its after-sales assistance*

**Milano, May 13rd 2008** – Fluiten Italia S.p.A., an entirely Italian company that has worked in the rotating shaft seal sector for over forty years, has created a whole department devoted to after-sales services to meet the ever growing number of requests for seal maintenance and alterations in a concrete and professional way.

The seals arrive at the service department for two main reasons: for routine overhaul or because they need repairing. A team of six highly qualified staff members deal with everything needed to bring the seals back into good working order. Owing to the delicate complex applications they are destined for, seals must always be in excellent working order and assure safety throughout their whole life.

Fluiten's constant commitment is to pursue maximum quality in every single company department, from design and manufacture to after-sales service, in order to best meet its customer's expectations. According to the management, it is this philosophy that makes the company successful: *“We do not just do simple repairs, but - if necessary - our engineering department can perform feasibility studies into adapting an existing seal to a new production process or new regulations in force”* - said Rino Campaniello, Fluiten Sales Manager, *“This is what distinguishes us from the numerous workshops you find on the field”*.

The Fluiten service department provides complete after-sales assistance both in the workshop and at the customers' consisting of a range of services which supplement pure maintenance, even on products not made by Fluiten. Fluiten provides “on site” after-sales services anywhere in the world when large plants need maintenance or repair and production shutdowns are not possible, or where it is difficult to dismantle and send the components to the Pero workshop.

In order to provide a concrete response in the event of urgent service requests, Fluiten has set up "Speed Service" in which the checks, maintenance and repairs are carried out within 24 hours, or at most 48 hours, according to the case.

*"We do not want our customers to feel abandoned and want to make sure they always receive an effective response to their requests. For this reason, we offer a "Global Service", i.e. complete and continuous assistance and advice, even on site", concluded Campaniello.*

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### **Fluiten Italia S.p.A.**

*Fluiten is the leader in the design and manufacture of seals for rotating shafts. The entirely Italian company was founded in 1962 and is located at Pero (Milan). It employs over 100 people in its various European offices (France, Belgium, the Netherlands, Germany and Spain) and in Malaysia. Fluiten designs and manufactures mechanical seals in Pero, just outside Milan, which are mainly used in the chemical, petroleum and energy industries. Other important areas where Fluiten seals are used are the pharmaceutical, food, paper and marine sectors.*



Service 1



Service 2



Rino Campaniello