

■■■■■■ Pumps.

KRAL



KRAL Services – Your Reliable Partner on Site.
Anytime and anywhere.

Welcome to KRAL.

About us.

With headquarters in Austria, KRAL GmbH was founded in 1950 and has been an independent family enterprise ever since. We therefore think and invest long-term so that we can remain a stable and reliable business partner for our customers.

KRAL develops and produces screw pumps and flow measurement technology. In addition, we offer customer-specific solutions for systems, from the initial engineering process through to commissioning. And of course our After Sales Service is available to help you after purchase. Our primary business sectors include marine, power generation, oil and gas, mechanical engineering and chemicals. Our customers include local businesses as well as global industrial concerns.

What you can expect from us.

Since the company was founded, KRAL has established itself as a manufacturer of quality products with a fair price/performance ratio. In order to live up to our standard, we continuously invest in our employees, our manufacturing processes and our methodological expertise. A commitment to Total Quality Management (TQM) is a key component in our company philosophy. Furthermore, we are increasing the levels of automation and digitization in our company.

Our customers claim that we can meet virtually any special need. What's more, KRAL is greatly appreciated for its reliable partnerships and the fact that working together with us is professional and very straightforward. This makes us quite proud. We will continue to strengthen these values in the future. That's why we continuously invest in innovations, both for products as well as methodology and processes.

A key component in our approach to customer-orientation is that you can rely on excellent care from our Customer Center as well as our After Sales Service. This includes both expertise and reaction speed.

We have summarized what you can expect as a KRAL customer in our company vision:

"KRAL is quality, innovation and quick response, anytime and anywhere around the world."

Check out our services and see for yourself. We will be happy to help you.

DI Otmar Krätzler
CEO



Installation and Commissioning.

Get off to a perfect start with KRAL.

We can help you with the installation and commissioning of your KRAL products on request. Professional installation and an optimally used pump are the basis for flawless operation. Our technicians not only know our products, they also know the influences of the system on the pumps and configure them optimally. As a customer, you benefit from our experience – we have put KRAL pumps into operation in large numbers at our customers' plants.



Smooth operation guaranteed.

Anytime and anywhere. Our service technicians will be happy to commission your product on site and carry out the necessary inspections of the entire system. Commissioning together with you is also possible - on request including training on the respective product. Our highly trained employees have experience with technically sophisticated systems.



service@kral.at

KRAL Training Courses – if Wanted, Even on Your Premises.

The acquired knowledge will allow you to maintain your KRAL pump professionally.

This training course provides you with in-depth knowledge of how to install, commission and maintain a KRAL pump. Our service technicians provide you with expert information on how to correctly install and commission your KRAL pump. You

will find out about applications and limits of use. Based on genuine damage profiles, you will learn how to recognize and correct faults. We perform professional maintenance with you and show you how to reduce the operating costs of your pump.

Contents.

- Basic information.
- Assembly and disassembly.
- Commissioning.
- How to use the maintenance and repair kits.
- Pros and cons of different sealing kits.
- Damage profile analysis.
- Test bench, characteristics, valve settings, cavitation simulations (only possible for training courses held on KRAL's premises).

Benefits.

Professional assembly, commissioning and maintenance of your pump increase the service life, minimize the operating costs and prevent failures.

The knowledge acquired during the training course is practice-oriented and enables you to carry out professional maintenance on your KRAL pump.



Target group.

The training course is intended for technicians as well as service and maintenance personnel.

Speakers.

KRAL Services.

Duration.

1-2 days.

Participation fee.

On request.

Event location.

KRAL training centre or on your premises.

Benefit from the advantages of **on-site training**.

- Needs-based, individual and company-specific.
- No time-consuming and costly travel.



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Spare Parts and Maintenance.

From old to new – use only KRAL original spare parts.

KRAL meet the highest quality standards. To ensure that this remains the case, you should only use KRAL original parts for spare parts. They ensure maintenance of the high quality level, smooth operation and a long service life of your pumps.



Support.

We help you choose the right spare parts and guarantee fast delivery including assembly instructions.

Maintenance including a test run is carried out on your premises or at KRAL.

Your advantages.

- KRAL pumps are as good as new after maintenance by us.
- In the event of a pending repair you will receive a detailed offer.
- You will receive a detailed repair report.
- No appraisal costs are charged when buying a new pump.



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