



PSL Serve[™]

Dedicated Aftercare Service, Worldwide

Customer Care Experts you can depend on

PSL Serve™ is our specialist customer support team, delivering tailored aftercare services and technical expertise, worldwide.

They provide total support for your filtration, drying or high containment systems as once our equipment leaves our factory, the journey doesn't stop there. We ensure there is a smooth transition into production and will advise of the ongoing support options available.



Customer Support Team

Our Customer Support Team provide advice on our range of approved spare parts, issue detailed quotations, resolve queries and provide information on the maintenance contracts we offer.



Service Engineers

Our Service Engineers maintain, validate and upgrade your equipment, ensuring every installation meets industry regulations and that your personnel, products and business are protected.

Email PSL Serve at serve@powdersystems.com or call **+44 (0) 151 448 7700**

Aftercare Services

Approved Spare Parts

Availability of spare parts is often the most neglected area when considering new equipment when it is indeed the most critical.

We help you identify which are the critical components and consumables of your equipment in order to keep a healthy inventory and minimise your production downtime in the event that a part requires changing. Stocking Plans for spare parts can also be established, and a detailed quotation is provided with all equipment shipped from PSL.

All spare parts supplied comply with industry regulations and PSL's Quality Assurance testing and validation requirements.

Upgrade Options

- Assessment of installed machinery
- Retrofitting of existing equipment
- Revalidation and commissioning



Preventative Maintenance

PSL provides Preventative Maintenance Contracts to ensure your equipment continues to perform optimally at all times.

Whether you use in-house maintenance teams for routine servicing or rely fully on the OEM for maintenance, PSL's team of experts are readily available to provide routine and specialist maintenance support, as required.

We offer various levels of Preventative Maintenance contracts and can adapt to your specific requirements where possible.

We accommodate your production schedules to undertake annual maintenance, enabling you to control site activities effectively.

Bespoke Training Visits

PSL offer training visits to cover key operational procedures and routine maintenance checks on existing equipment. This is particularly helpful if experienced team members in your organisation change or leave their positions.

IQ/OQ Packages

PSL equipment can form part of a much larger process line so it is essential that the key features, characteristics and functionality is tested in-situ. Commissioning new equipment is critical for any organisation which is why we offer full documented Installation and Operation Qualification (IQ/OQ).

- Generation of Documentation and Protocols, with on-site execution of Protocols by specialist PSL engineers
- Verify all new equipment has been installed correctly and complies with all Operational Qualification requirements.
- On-site training is available to ensure maintenance personnel operate equipment correctly and safely.

Global Remote Support

Latest technologies in IT and communication facilitate remote support, allowing timely diagnosis of product performance. The PSL Serve team can connect securely with equipment from overseas offices to identify any issues and activate corrective actions. If on-site attendance is necessary, PSL will guarantee a response time for a trained product expert to attend.

PSL Service plans that provide 24-hour remote service within guaranteed timelines are available.

Taking your process further, together.

For over 30 years, Powder Systems Limited (PSL) has been at the forefront of designing and engineering advanced technology to support process development. We are a globally recognised, award-winning business with expertise in pharmaceutical and chemical processing.

Our focus is to help clients and partners address challenging manufacturing processes by providing fit-for-purpose solutions from our wide range of Microsphere Processing, Filtration and Drying ranges.

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Quality • Innovation • Global Relationships