



# LIFECYCLE SUPPORT: FAQ

## What services does Roeslein offer for project Lifecycle Support?

Roeslein offers a vast array of services to meet all needs for the lifecycle of your plant, including an online parts catalog, assessments, technical support, customer training, field support, retrofits and upgrades, product enhancements, and efficiency improvements.

## Do you have to be a Roeslein client to receive support?

No. Roeslein has more than 30 years of experience engineering, fabricating, and installing modular integration projects worldwide. Even if Roeslein did not install your canline, they can perform a plant assessment and assist with plant optimization and efficiency improvements.

## How do I find what I need in the Parts Store?

Our easy-to-navigate parts store is searchable by keyword, item number, serial number, and manufacturer part number. If you are unsure about what part you need, your spare parts list provided at plant start-up and commissioning is a great resource. Still need help? Our Roeslein representatives are on hand to guide you in selecting the right part for your project.

## Do you have parts from other OEM's?

Roeslein's online parts store features parts from many industry equipment manufacturers, in addition to parts for Roeslein's equipment offerings. We have negotiated discounts with our third party suppliers so that we are able to offer competitive pricing and comprehensive customer service on the parts that we sell.

## How do I schedule field service?

Field Service performed by one of our skilled industry technicians can be scheduled through our website at [www.roeslein.com/support](http://www.roeslein.com/support) or by calling 1-314-729-0055. Our experienced technicians can assist via phone or be deployed worldwide to provide service on-site.

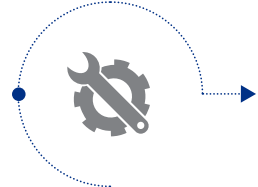
## My plant is running ine. Do I need an assessment?

A plant assessment with Roeslein is a key tool to ensure that your plant is running at peak efficiency and optimizing your valuable plant resources. Roeslein's assessment provides a list of recommended enhancement, parts, upgrades, and training opportunities to guide you in future plant planning and upgrades.

## Can I update my existing equipment?

The equipment in your plant is a valuable investment and it is important to perform periodic evaluations for obsolete parts and adapt to changing operational requirements. Roeslein's Retrofit Catalog allows users to search for available solutions for retrofits, upgrades, rebuilds/refurbishments, equipment remanufacturing, obsolescence reviews, and technology renewals.

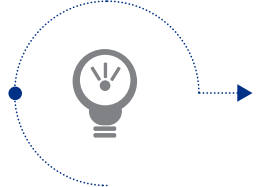
### ONLINE PARTS STORE



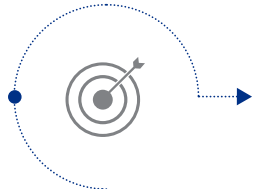
### RETROFITS & UPGRADES



### TRAINING



### TECHNICAL SUPPORT



### FIELD SERVICE

