



Aftermarket Sales & Service

Engineered Technical Solution to Meet Every Need.

Cemtek KVB-Enertec, Inc.

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Field Service




24/7 anywhere in the USA

- 38 trained CEMS service technicians nationwide
- Over 274 years of combined CEMS experience
- Monthly/Quarterly Preventative Maintenance
- Quarterly Audits and Annual RATA assistance
- 24/7 phone support
- 24/7 emergency call out support
- Advance notification of upcoming service calls
- Daily detailed electronic service reports for work performed
- Comprehensive maintenance checklists

Cemtek Service Technician Locations



 **CEMTEK Field Service Technicians (38 technicians nationwide with a combined 274 years of CEMS experience)**
(all Cemtek technician are direct employees. Cemtek does not use subcontractors)



Technician Training/Skillset



- **Annual Skillset Training**
 - Manufacturers: Thermo, Teledyne, Sick, ABB, Ametek, OSI, M&C, Universal, CAI, Rosemount
 - Technologies: Extractive & Dilution CEMS, Gas Analyzers, Opacity, Flow, Moisture & Particulate Monitors, TDL, FTIR technologies
 - Sample Handling
 - Process Controller
 - Data Acquisition Software
 - Maintenance and Audits
 - Corrective Troubleshooting
 - Field Practice/Mentoring
- **Annual Safety Training**
 - MSHA
 - RSO
 - Cemtek Safety Training

Onsite Customer Training

CEMTEK provides training on all Aspects of CEM and Process Monitor operation

- Sample Handling
- Analyzers
- Process Controller
- Data Acquisition software
- Maintenance and Audits
- Corrective Troubleshooting
- Field Practice



Consumable & Repair Parts

Cemtek is a leading supplier of CEMS parts and components for most manufacturers.

- Large inventory of spare parts to support onsite CEMS equipment
- Fast, Reliable, & Late Day parts shipping from East & West Coast parts depots
- Overnight shipping up to 6:00pm PST for most parts
- One-Stop-Shop, One vendor, One PO, One invoice
- Convenient E-commerce website tailored specifically for Ardagh's CEMS parts



Cemtek Support Team

- **Service Department**

- Aftermarket Sales and Services Manager
- Field Service Managers (East & West Coasts)
- Scheduling Planner
- Field Service Project Manger

- **Parts Department**

- Parts Sales Specialist
- Parts Technical Specialist
- California and Pennsylvania parts departments
- East and West Coast parts depots with large inventory of commonly use spare parts as well as spare analyzers

- **Engineering and Project Management**

- Engineering Manager
- Engineering Supervisor
- CEMS Engineers and Project Managers
- DAHS Engineers and Project Managers
- CEMS Hardware Review and Recommendations
- CEMS Upgrade Design and Implementation

Cemtek Support Team

- **In-house Regulatory Department**
 - Regulatory Specialists
 - Quarterly CGAs
 - Annual RATA
 - Quarterly Opacity Audits
 - Opacity Off-stack
 - QAP Planning and Review
 - CEMS Certifications
 - CEMS Audits & Analysis
- **DAHS Support**
 - In-house DAHS Engineers
 - DAHS Factory Acceptance Testing
 - DAHS Review
- **24/7 escalation path to Cemtek Management Team**
 - Customer Escalations: Cemtek's management team is available 24/7 for customer support
 - Technician Escalations: Senior technicians are available for 24/7 for support of onsite technicians