

**NEW: direct phone number +45 4642 2370 to the customer service department**

**THE DE-ICING SEASON STARTS**

**HOTLINE**

The summer has gone by and the de-icing season is just around the corner.

This means that VESTERGAARD's HOTLINE-service starts up again, lasting from October 1<sup>st</sup> until March 31<sup>st</sup>. This service is for all our customers with the need of technical support.

During this period, you can always reach one of our technicians on the following telephone number:



**HOTLINE – emergency telephone service +45 4030 3894**

from 06.00 hrs to 22.00 hrs weekdays CET \*

from 08.00 hrs to 18.00 hrs weekends CET \*

\* all CET = Central European Time

In this issue:

- DE-ICING SEASON START:
  - HOTLINE emergency telephone
  - Extended office hours
- VESTERGAARD FRANCE
- New Spray-Nozzle

*The Vestergaard Customer Service Newsletter will be issued regularly with news about spare parts and service.*

**EXTENDED OFFICE HOURS AT VESTERGAARD'S SERVICE DEPARTMENT FROM OCT. 1<sup>ST</sup> – MARCH 31<sup>ST</sup>**

As an additional service, we offer from Oct. 1<sup>st</sup> – March 31<sup>st</sup> extended office hours, i.e. that our customers can now reach us

**from Monday until Thursday  
from 08.00 to 18.00 hrs CET \***

**on Fridays  
from 08.00 to 17.00 hrs CET \***

**under tel.-no. +45 4642 2370**

during this period.

The VESTERGAARD Service-team is looking forward to a hopefully busy season!

## NEW VESTERGAARD COMPANY BRANCH IN FRANCE

Constantly and relentlessly striving to improve presence on the GSE market and ensure best possible service and contacts to our customers, Vestergaard Company A/S has now established a branch in France (Vestergaard Company SAS).

Since 4<sup>th</sup> September 2012, Vestergaard Company has local presence in the Paris area (initially in Luzarches, near CDG airport in Roissy), which is headed by Mr Frederic Le Breton.

Within a foreseeable future, our French branch will establish a spare part facility and organise a permanent, qualified service team in France. But already now, customers in France can contact Frederic for quick assistance in GSE related matters. Whether it may be inquiries for new GSE, trouble-shooting or just sound operational GSE advice.



Frederic Le Breton is in no way a stranger to the aviation industry: With him, he carries 12 years of GSE engineering experience at Air France and has worked with many different Air France projects, both in France and world-wide. Among his core competence is aircraft de-icing and lavatory/water service operations, nicely in line with the Vestergaard product line.

It is Vestergaard's hope that our customers in France will welcome this step forward. Once VCAS France will officially open its (physical) facility, an invitation will be sent to come and be introduced to Frederic Le Breton and his team. Until then, *les clients Franco-phone* can contact Vestergaard Company SAS

phone : +33 6 68 24 12 25 ♦ email: [flb@vestergaardcompany.com](mailto:flb@vestergaardcompany.com)

- or of course also continue to call Mrs Gabriella Stuhler (+45 4642 2258) for service/spare part assistance.

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## NEW SPRAY NOZZLE FOR ELEPHANT BETA + BETA 15

Vestergaard Company A/S is constantly anxious to offer our customers – by continuous research and further developing of their products – the best possible service.

After 2 years of testing by applying the new spray-nozzle you will receive:

- A significant increase of the diaphragms' durability in the liquid pumps, due to a lower fluid pressure
- A longer spray distance
- The possibility to build this nozzle on older units.



Please contact Vestergaard's Service Department for more information.