

CUSTOMER SERVICE

VESTERGAARD COMPANY

AIRCRAFT SERVICE TRUCKS



COMPANY
VESTERGAARD
~We care

CUSTOMER SERVICE TEAM

TECHNICAL SUPPORT & SPARE PART DELIVERIES



Vestergaard Company's service team offer on-site service and repair on Vestergaard GSE by highly trained service technicians.

Vestergaard Company equipment is developed to maximize efficiency and safety when it is being handled, and at the same time, the equipment minimizes handling and maintenance costs.

By always focusing on high quality, we can ensure the best basis for many years in operation. With operations often taking place in tough weather conditions, maintenance and qualified service is must.

Service is crucial for our customers, who need to rely on functional equipment ready for action. The Vestergaard customer service team makes sure that it is! Furthermore,

the service reports delivered to our customers may also conveniently be used when customers are audited.

GUARANTEED SERVICE

Obviously, it is important that mixing, spraying and counting systems work when winter takes hold, just as heating systems are essential.

Owners and users of Vestergaard equipment can feel secure because Vestergaard Company equipment comes with a guarantee that the trucks can be serviced and that the right spare parts are available for many years to come.



SUPPORT



PARTNERSHIP



RELIABILITY



INNOVATION

Vestergaard Company has been invaluable in assisting Menzies during de-icing operations. Always helpful and incredibly reliable, they maintain a high standard of customer service at all times.

~ Menzies Aviation, Oslo

GET HELP AHEAD OF TIME

Vestergaard equipment's operational reliability is exceptional, but to ensure optimum results, we recommend checking all details before winter.

With service agreements that include status inspection and summer overhaul, the Vestergaard customer service team can help prevent expensive downtime and extend the service lifetime of the equipment.

SUPPORT

If help is needed, one call is all it takes. During the deicing season a hotline is open for urgent needs and support. Spare parts are available for immediate shipment, and Vestergaard service technicians are ready to be on-site within 24 hours to fix any problem.

During the annual service tour, Vestergaard technicians ensure that equipment is up to speed. Customer's technicians are invited to take part for mutual benefit.

PARTNERSHIP & TRAINING

Vestergaard Company takes partnerships very seriously. As a service partner, our customers must always be able to

rely on us. We listen to input from our customers and always strive to advise, help optimize and develop new features to make sure that the equipment is geared for specific and future needs.

Training of customer's staff on site is also offered. Please contact us for questions regarding training.

RELIABILITY

Vestergaard's customers can depend on us and our products. We are known worldwide for lasting and reliable product quality.

The security of having Vestergaard's strong service organisation to support customers in their operations is an invaluable addition to the use of Vestergaard equipment for many of our customers worldwide.

INNOVATION

We think ahead for our customers by considering how to assist them in making their business and everyday work continuously better, more efficient and greener.

Through our ongoing innovation and tests we want to keep improving and move customer's businesses forward.

All the way from scheduling to service, we experienced a very friendly and competent staff with always quick, professional answers and solutions. The acting technicians showed themselves as a very well-rehearsed team, very friendly and highly competent in the individual technical areas.

During the season, we were very well looked after and our vehicles were restored to operational readiness in the shortest time possible. Needed spare parts were always delivered in a very short time - reliable and very fast.

~ Gerold Lindner, PortGround, Leipzig

GlobeGround Romania has been more than satisfied with Vestergaard Company as our sole supplier of high-class and reliable deicers as well as their thorough and rapid services for inspections, repairs and periodic overhaul for our entire fleet.

Vestergaard always provides us with efficient and quick response for delivery of spare parts or specialized technical teams for specific emergency interventions on site.

~GlobeGround, Romania

CUSTOMER SERVICES

- » **Status inspection**
- » **Summer overhaul**
- » **UVV-check**
- » **BGV-A3-check**
- » **Heater service**
=> A service report is issued and sent to customer after above service/work
- » **Delivery of spare parts within 24 hours**
- » **Warranty extension**
- » **Service contract**
- » **Training of your staff**
- » **Service report**



Vestergaard service Trucks are fully equipped with standard service and repair parts.

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