

Cosmodyne bolsters customer relations with after-sale service

Cosmodyne's commitment to customer satisfaction continues well beyond delivery of one of its plants. The field service staff stands by ready to assist customers anywhere in the world, twenty-four hours a day, seven days a week.

"We believe it's the after-sale service that keeps the customers returning," said Customer Services Manager Mike Livingston. "Our goal is to maintain long-term relationships with our customers by providing the timely, high quality service they need to keep their plants running dependably and efficiently year after year."

On-site assistance and troubleshooting and tuning by remote computer access are just two examples of how Cosmodyne Customer Services can help. Here is a brief list of the value-added services offered:

- technical assistance during plant erection and commissioning

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- hands-on and formal training of customer personnel on site and at our facility
- factory and on-site plant performance testing
- extended warranty coverage and extended service contracts
- spare parts support
- troubleshoot plant operational problems (on site, by phone, or by computer link)
- plant performance upgrades
- periodic plant performance audits with comparison against test results
- plant turnaround assistance
- follow-up operator training programs

For more information, contact Mike Livingston at Cosmodyne, tel +1.310.320.5650, fax +1.310.320.5688 or info@cosmodyne.com.

Cosmodyne adds nitrogen generators to product line

Cosmodyne has expanded its product line with the addition of the TGN-400 and 900 self-refrigerated nitrogen gas plants. These units are self-sufficient, unlike liquid assist systems, because refrigeration is produced using a turboexpander instead of injected liquid nitrogen. The self-refrigeration capability makes it possible for the TGN to be installed anywhere, including locations where it is economically restrictive or impractical to deliver liquid nitrogen.

Another key feature of the TGN is its automatic control system, which

allows the plant to operate unattended. The system can also be accessed and controlled remotely.

As an added advantage, the TGNs produce a small amount of liquid that can be used to top off a back-up system. Additionally, the unit is modular, power efficient and economically priced.

The TGN generator is currently available in two standard sizes: 400 Nm³/hr and 900 Nm³/hr. Other sizes are being added to this product line and will be introduced to the market in the near future.



For more information, contact Joan Boitano at Cosmodyne, tel +1.310.320.5650, fax +1.310.320.5688 or info@cosmodyne.com.