



## Babcock Wanson International After-Sales service



### The Babcock Wanson boiler house solution

With its global boiler house optimisation concept Babcock Wanson combines the ongoing development of new, high-efficiency products with a full range of innovative services. This brings its customers made to measure solutions with the aim of optimising boiler house operation from both an energy and environmental perspective.

- Complete, all round multi-technology industrial boiler range including burners, boiler house ancillaries, water treatment systems and remote monitoring systems.
- Maintenance contracts; from normal boiler servicing to energy optimisation, spare parts, rental and training plus complete boiler upgrade service and statutory inspection preparation.
- The advantage of one single contact for the boiler house.
- Operating Assistance System with one-year or multi-year contracts plus extended warranty options.

**Other products:** thermal oxidisers for VOC and odour abatement, thermal fluid systems and industrial air heaters.

With an international structure based around 9 companies established in France, Italy, the United Kingdom, Spain, Portugal, the United States of America, Morocco, Tunisia and Poland, which together form **Babcock Wanson International**, and backed up by a well-developed network of technical and commercial partners, Babcock Wanson has always had a strong focus on export activities ever since it was founded.



Thanks to our significant commercial, technical and administrative resources, Babcock Wanson International is in a position to offer a comprehensive range of made-to-measure After-Sales services capable of responding to all of our customers' specific expectations.

We therefore provide an international After-Sales service, which, despite being based in France, is dedicated to serving the every need of our many customers all across the globe.

### ■ The range of services at Babcock Wanson International focuses on three key areas:

- **optimisation, maintenance & training;**
- **spare parts;**
- **boiler repairs & servicing.**

With over 100 years' experience and the installation of more than 100 000 boilers under its belt, Babcock Wanson International is a key company within the CNIM Group, one of Europe's leaders specialising in energy and the environment.



**Babcock Wanson**  
INTERNATIONAL  
CNIM Group



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# Optimisation and maintenance of boiler houses

**Our teams of high skilled technicians operate on:**

- all types of boilers and burners with all fuels;
- any water treatment systems.

**We can deliver services for all types of boiler brands.**



## Detailed range of services

### ■ Optimisation of boiler houses

The highly skilled technicians at Babcock Wanson International can share their vast experience and know-how concerning every piece of equipment in your boiler house in matters such as:

- burner replacement;
- flue-gas economisers;
- fuel change;
- optimisation of energy performance;
- complete revamping of boilers and water treatment installations;
- boiler house energy audits and diagnostics.

### ■ Maintenance contracts

Babcock Wanson International offers a comprehensive range of both preventive and corrective maintenance contracts designed to take our own extensive experience and tailor it to our customers' specific needs, providing them with immediate benefits including:

- cost control (fixed budget);
- improved reliability and longer service life;
- increased availability;
- greater safety.

As part of the maintenance contract, Babcock Wanson International will also ensure your installation complies with all current regulations and monitor the technology used in your equipment to ensure it stays state-of-the-art.

### ■ Training

For over half a century, Babcock Wanson International has been renowned in the industry as a training institution and by virtue of our vast experience in all aspects of boiler houses, we can offer in-depth and targeted training sessions adapted to our customers' specific needs.

- Our highly skilled instructors all have a wealth of experience in the field of boiler houses.
- The training content is tailored to each customer's individual needs, and sessions can be given in either French or English.

#### Training site of your choice:

- on site (*working with your own installation*);
- at our premises (*working with test boilers*).



## Spare parts



### Responsiveness, high availability, and export expertise

#### ■ Responsiveness

Babcock Wanson International's Spare Parts service is based in Nérac, on the company's production site, a location that affords a number of advantages by virtue of its close proximity to the production facility, research department and central warehouse, for example.

At the heart of our Spare Parts service is our highly motivated and responsive team, who are always ready and able to fulfil all your needs, whether you require:

- original parts;
- replacement parts;
- adaptable parts.

#### ■ High availability

Babcock Wanson International's central warehouse has a total surface area of 4 500 m<sup>2</sup>, which means that:

- we have over 12 000 parts in stock;
- we send on average more than 800 packages per month to over 100 different countries.

#### ■ Export expertise

**Our team combines flawless knowledge of our products with great expertise in the variety of possible options for despatching your order.**

- We sell parts for any item of boiler house equipment, from any brand (*boilers, water treatment solutions, conditioning products, etc.*).
- Packaging is chosen according to the material being delivered (*standard packaging or approved packaging for hazardous products*), the type of shipping (via DAP, CPT, CFR, etc.) and the destination country (in line with ISPM15).
- Road, air or sea transport – Courier or express delivery.
- Administrative records: legalisation of documents, management of payments by documentary credit, inspection of material at our site (verified and certified by SGS S.A. or Bureau Veritas S.A., inter alia), handling of Customer/Forwarder relationships – we deal with all of these matters, and more.

**Contact Spare parts:**  
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**Babcock Wanson**  
INTERNATIONAL  
CNIM Group



## Boiler After-Sales service

The expertise & guarantee that only a major manufacturer can provide

### Expertise

A service group that sells its own products, Babcock Wanson is a key international player in the field of industrial boiler rooms. Its organization includes:

#### A design Office:

- Calculation notes complying with NFE 32-100
- Intervention complying with the 15 March 2000 ministerial order

#### A COFREND control service

- Expert report
- Repair control

#### D'experts en soudage

- Welding Procedure Qualification
- Welding complying with NF EN 15614-1
- Specification of welding procedures
- Qualification of welders



### Repairs & modifications

#### ■ Any boiler shell

- fire tube steam boiler;
- water-tube steam boiler;
- superheated water boiler;
- hot water boiler;

#### ■ All brands

- Babcock Wanson;
- Socomas;
- Lardet;
- Seum;
- Competitor brands.

#### ■ Supplies

Our production facilities, which are certified to ISO 9001, have a huge capacity to manufacture and supply machine-welded boiler assemblies:

- tube plate zone;
- smooth or undulating furnace;
- ferrule;
- water-tube baffle;
- boiler door.

Our warehouse is equipped with a massive stock of materials certified 2-1 or 3-1 B in accordance with NF EN 10204:

- sheet metal; tubes; profiles.

### Know-how

By virtue of their experience, professionalism and unique tools, our teams are renowned for their expertise and can carry out any kind of **boiler work**:

- retubing;
- installing bases and manholes;
- furnace replacement;
- replacement of tube plate zone or ferrule;
- replacement of water-tube baffle.

We can also undertake **internal furnace work**:

- restoration or replacement of insulating material;
- installing refractory materials (*arch, burner throat, etc.*).

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