



Planning reliability – efficiency – flexibility

Join over 400 businesses in the UK and Ireland and optimise the service life of your plants and systems with a SAACKE service contract

SAACKE Combustion Services provide service contracts covering burners, controls and complete boiler plant. When you join us you tap into the largest and highest quality service provider of combustion specialists in the country.

Apart from day-to-day core business, the importance of maintaining the plants and systems required for production and heat generation cannot be underestimated. Ultimately, the reliable condition and efficient performance of the equipment is the basis for the smooth execution of all industrial processes and extends the service life of your plants and systems.

Reliable and experienced partner

Anyone who seeks to benefit from higher planning reliability, lower management expenses and regular measures to improve energy efficiency, needs a reliable and experienced partner in combustion technology to support these requirements. SAACKE is precisely this partner – whether in an emergency or for routine maintenance activities, every day and around the clock.

Quality products and personnel

Characterised by decades of engineering know-how, extensive system knowledge and a progressive technical mindset, the quality of our after-sales services is our key distinguishing feature. This quality involves both our certified original spare parts as well as the forward-thinking service personnel who are also happy to provide advice.

All heat generating plants are serviced, including all burner types and brands.

All benefits at a glance

- Production reliability and minimisation of downtime due to regular maintenance and alignment to applicable standards and regulations
- Prolong the service life of the plant or system
- Reduce costs due to significantly more reliable forward planning
- Predictable maintenance costs based on fixed prices
- Flexibility with regard to the scope and the content of the service contract to match process demands
- Targeted optimisation measures to increase energy efficiency
- 24-hour emergency service line and emergency spares line
- Annual performance review meeting



Your service contract – customised to meet your needs

SAACKE has been a responsible partner for maintaining combustion technologies for decades. Our service is not standardised, because no two plants are alike; instead, we provide a customised service contract that we coordinate together with you, giving you the greatest possible amount of freedom to ensure we provide the services you need.

We believe that maintenance activities should be about more than just checking and repairing components. At SAACKE, a detailed preliminary analysis, comprehensive consulting and ongoing support are considered standard.

There are 3 levels of service contract – Bronze, Silver and Gold*. The key features are detailed below:

Bronze, Silver and Gold (all contracts)

- ✎ Regional Service Managers and local Engineers
- ✎ Gas Safe/ACS registered Engineers
- ✎ ISO 9001 LRQA registration
- ✎ Genuine spares with 12 months' warranty
- ✎ Priority breakdown attendance
- ✎ Minimum attendance and emergency callout charges waived
- ✎ Annual performance review meeting
- ✎ Plant efficiency review

- ✎ SAACKE Boiler-house log book
- ✎ SAACKE On-line Product Information System
- ✎ Free ticket/s to SAACKE conferences (quantity depends on level of contract)
- ✎ Discount on training, spares and additional service charges

Silver and Gold only

- ✎ Breakdown attendance charges included
- ✎ Equipment rectification charges included

Gold only

- ✎ Regular service replacement spare parts included
- ✎ Preventative maintenance spares included
- ✎ Breakdown replacement consumable spare parts included

More information is available on request. *Gold contracts are only available for SAACKE burners and boiler spare parts are excluded.

24-hour emergency spares line
+44 (0) 7710 582591

24-hour emergency service line
+44 (0) 23 92 333900

Regional contact details

Scottish office	Northern office	Midlands office
Coatbridge Tel. No: 01236 437508 Fax No: 01236 700499	Manchester Tel. No: 0161 877 5113 Fax No: 0161 877 7506	Wolverhampton Tel. No: 01902 894768 Fax No: 01902 897496
Southern office		Irish office
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