



WOODS CUSTOMER SERVICES

Complete life cycle
ownership with added
peace of mind



Expertise straight from the source

– we will guide you to the best solutions

When it comes to fans and air movement applications you couldn't be in safer hands. With over 100 years of product and application experience we have some of the worlds most experienced and knowledgeable experts on hand to help you.

BY WORKING CLOSELY TOGETHER WE CAN:

- Fully understand your needs and priorities
- Accelerate the time it takes to devise and implement the best possible solutions



WOODS CARES

Peace of mind for your safety critical assets

Woods Air Movement takes great pride in how we support users of our fans. Our Service experts continuously aim to ensure optimal performance and reduced life cycle costs through world-class maintenance and specialist services. The Service leadership we offer is built on responsiveness and trustworthiness.



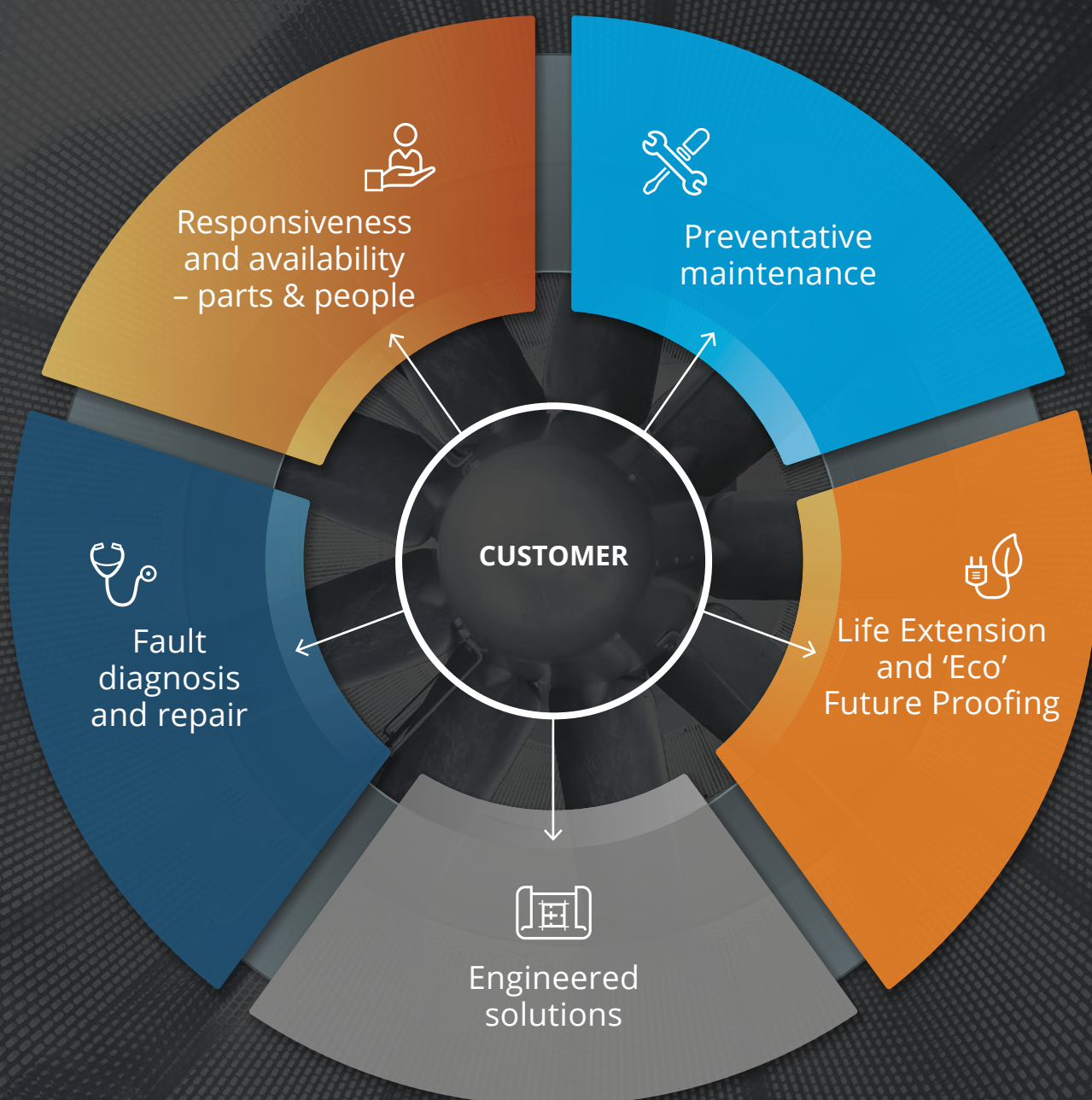
WE ACHIEVE THIS THROUGH:

- Being there when you need us
- Applying unparalleled reliability expertise to enable the most cost-effective repairs and refurbishment
- Working in partnership with clients to maximise ventilation asset availability
- Helping you to ensure that operational expenditure remains predictable and fixed
- Striving to extend the life of your ventilation assets
- Engaging the industries best engineering team for optimal retrofits performance and ROI

Woods have a range of customisable service agreements that bring together all our technical expertise and aftermarket services in bundles that are flexible around what you need and how you operate.

Because we hear you and want to partner with you.

Our experienced service team are passionate about your satisfaction and peace of mind. Services range from readily available certified spare parts, first-class maintenance, overhaul and retrofits to ensure the continued performance and reliability of your fans. Woods has more than one hundred years of industry experience and constantly strives to innovate in an ever-changing environment.



Customer Care Agreements – customised to your needs

We understand that one size does not fit all. That is why our Customer Care Agreements may be individually designed to pull together the most useful combinations from our range of service products. This way, we are able to give you the most suitable service package for your specific needs.

*Did you know
that Woods Service
capabilities also
extend to fans of
other brands?*

We have three standard levels – **Safe, Advanced and Total Care.** We also offer Custom Packages and Long Term Service Agreements, for even greater peace of mind.

YOUR BENEFITS:

- Maximum availability / minimum unscheduled downtime
- Lower and predictable cost of ownership directly with the OEM
- Fixed monthly fee
- Equipment life extension through refurbishment
- Retrofits and upgrades for improved efficiency

	SAFE CARE	ADVANCED CARE	TOTAL CARE
Free initial equipment condition survey	✓	✓	✓
Priority technical support	✓	✓	✓
Annual preventative maintenance event	✓	✓	✓
Six monthly performance assessment	✓	✓	✓
On-site critical spares holding	Optional	✓	✓
Extended warranty on Woods assets	2 years	3 years	5 years
Repair and overhaul inclusive			✓
Annual life extension review			✓
Discount rate (parts and field service)	5%	7.5%	10%

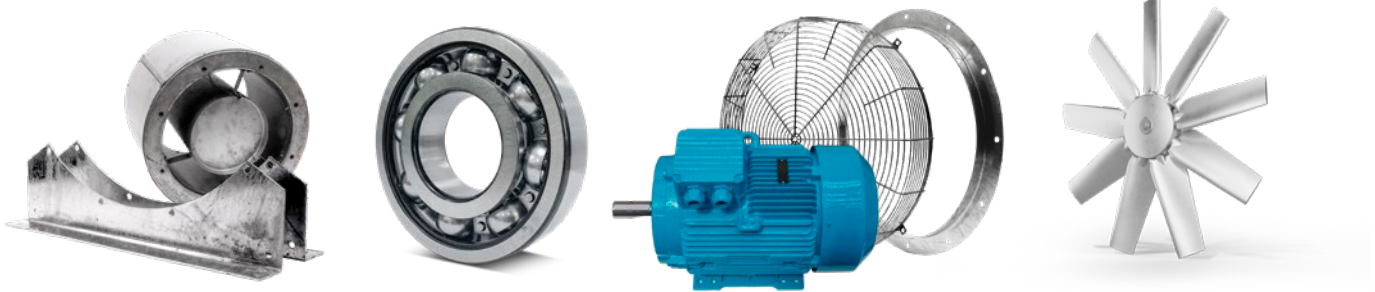
Replacement and spare parts



Woods Air Movement has an installed base exceeding 2 million fans and produces 80,000 new fan assemblies a year covering all applications. Thanks to our extensive production operations, we have a huge active supply chain or stock for all components in your fan assembly. If age presents an obsolescence risk, we can provide modern interchangeable retrofits to extend serviceable life.

CONTACT OUR SPARE PARTS SALES TEAM:

Call: +44 (0) 1206 222 660. Email: spares.woods@flaktgroup.com



Capabilities for bespoke needs



SERVICE ON SITE OR BACK AT BASE

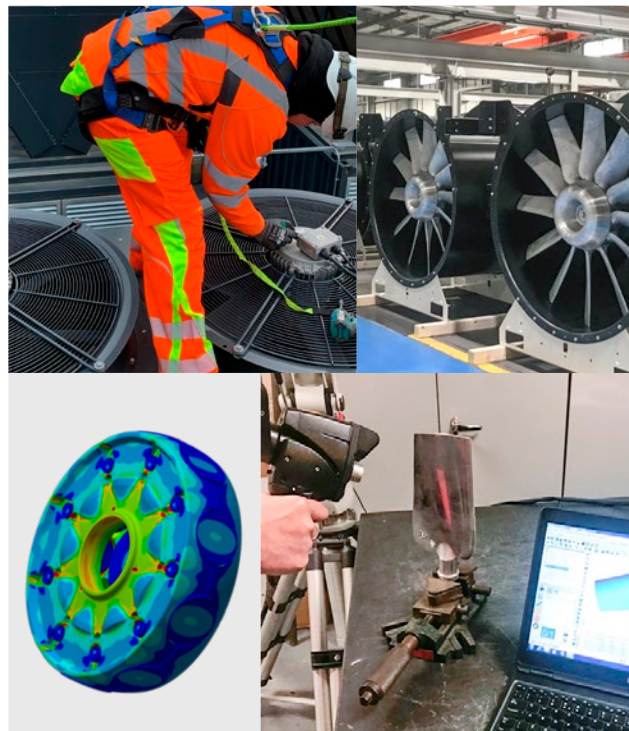
We can provide on-site services anywhere and frequently perform repairs, refurbishment and overhauls in situ, to reduce down-time and save you money. We also have a dedicated Service Workshop within our 16,700 Sq M factory, where we can execute factory based overhauls and performance tests.

REVERSE ENGINEERING AND RETROFITS

We can reverse engineer or design new interchangeable components, then manufacture and test retrofits in-house or through our specialist supplier network.

MOTOR

- Re-winds, including Class F and Class H
- Bearing replacements
- Shaft repairs
- Replacement with conversion kit, if needed



Performance improvement and upgrade



Woods are hugely experienced in providing upgrade and retrofit solutions that increase performance, reduce running cost, prolong the installation lifespan and generally improve energy efficiency. Upgrades may be implemented in situ and could include new impeller blades, motor and control system renewal in combination to significantly improve reliability, performance and reduce your energy bill.



EXAMPLE CASE STUDY

European Metro retrofit

A total of 55 large axial ventilation fans, ranging from 16 to 50 kW, had reached theoretical end of life after 20+ years of service in a Metro Ventilation system.

PROBLEM DEFINITION

Originally installed fans were operating needlessly at full speed for long periods of time, resulting in high power demand and noise levels during off peak hours.

WOODS SOLUTION

After defining the problem with the customer, we engaged inhouse system experts to optimise a solution for maximum benefit. Woods proposed new motors with VFD control system enabling fan speed to be controlled, significantly reducing power consumption and noise. Retrofittable motor mounting kits were provided so that original casings and ductwork remained undisturbed. This resulted in the most cost-effective future proof solution with minimal downtime.

FACTS

Tunnel length: 17 km

Lanes: 2

Number of fans installed: 55

Power rating: 16 to 50 kW



Average power
without inverter:
329.83 kWh

Average power
with inverter:
162.05 kWh

Power reduction/year:
1,954,000 kWh

Energy cost saving/year (@0,5 €/kWh):
€ 976,000/year



Investment cost:
2.55 M€

Annual saving:
€ 977k



ROI = 2.58 years

Building on more than 100 years of innovation

Woods was founded in 1909 in Colchester, United Kingdom. We began as manufacturers of small electric motors and introduced a range of propeller fans in the 1920s.



Over the years, Woods moved away from manufacturing motors and concentrated on the design and manufacture of axial fans, developing the first aerofoil blade design. This continuous development has evolved into one of the world's largest ranges of certified axial fans for almost any application imaginable including fire safety, ventilation, industrial process, oil and gas and marine.

Woods was merged with Fläkt in 2002 to create Fläkt Woods which was subsequently merged with Denco Happel in 2016 to create FläktGroup. In 2020, Fläkt Woods changed their trading name to Woods Air Movement under FläktGroup holdings and opened offices in the United States of America, Germany and Singapore.

Woods has over 100 years of experience and knowledge in designing axial flow fans and remains a distinct brand within the FläktGroup family.



OUR FOOTPRINT

Our head office is situated in Colchester in the United Kingdom with the state of the art factory. We also have a factory and office in the United States of America and Singapore as well as an office situated in Germany. In India we have installed one of the first test rigs in the country. Our products are distributed and reach various markets globally, through strong partnerships with over 70 international distributors and agents.



Woods Air Movement delivers smart and energy efficient Air Movement and Fire Safety solutions to support every application area. We offer our customers innovative technologies, high quality and outstanding performance. The widest range of Air Movement and Ventilation products in the market, and strong market presence with over 100 years of experience and manufacturing of products, guarantees that we are always by your side, ready to deliver Excellence in Solutions.

**Contact our friendly sales team today
for more information**

Call: +44 (0) 1206 222 660

Email: service.ukwoods@flaktgroup.com

spares.woods@flaktgroup.com

www.woodsairmovement.com

