

## SERVICE GUIDE

# Service guide: how to contact service

How to reach the D.ENERGY service team quickly, what to include in a request and how to describe an equipment fault correctly.

**24/7**

RAPID RESPONSE TO FAILURES

**VPN**

REMOTE DIAGNOSTICS

**SLA**

SERVICE CONTRACTS

## How service can help

- Planned and emergency maintenance of equipment.
- Remote diagnostics over a secure VPN connection and software updates.
- Telephone consultations on troubleshooting.
- Supervised installation, commissioning and personnel training.
- Service contracts with a fixed SLA.

## How to reach us

|                    |                                                                                                              |
|--------------------|--------------------------------------------------------------------------------------------------------------|
| Phone              | +38 067 995 10 96                                                                                            |
| E-mail             | sales@denenergy.com.ua                                                                                       |
| Office hours       | Mon–Fri: 09:00–18:00                                                                                         |
| Address            | Ukraine, Mykolaiv, 9B Oleha Bondarenka St.                                                                   |
| Emergency requests | The service team is available for rapid response to failures. In an emergency, call rather than only e-mail. |

**Tip**

To route your request to the right engineer faster, start with the word "SERVICE" and your company name.

## What to include in your request

| What to include                  | Why it matters                                                                  |
|----------------------------------|---------------------------------------------------------------------------------|
| Company, site and contact person | so we can contact you and find the equipment history                            |
| Type, model and serial number    | to prepare the right spare parts and documents (the number is on the nameplate) |
| Commissioning date               | to assess component life and warranty status                                    |
| Fault description                | see the section below; this is the most important part                          |
| Urgency and impact               | stopped line or partial operation determines the priority                       |

## How to describe a fault

1

### What exactly happened

In one or two sentences: "vat drive stopped", "pump seal is leaking", "temperature alarm". Without guessing the cause.

2

### When and under what conditions

Date and time, operating mode, load, and whether it is linked to start-up, shutdown or a change of raw material.

3

### What the system shows

Message text, error code, alarms on the HMI / SCADA panel. A photo or screenshot is best.

4

### What has been done

Restart, part replacement, adjustment. This avoids repeating checks and unnecessary costs.

### Example of a good description

DC toaster, serial no. \_\_\_\_\_. At 14:20 today the drive of vat 3 stopped; the panel shows "drive overload". A restart did not help, no burning smell. The line is stopped, raw material is in the hopper. Contact phone: \_\_\_\_\_.

### Poor

"It does not work, please come." From this it is impossible to prepare spare parts or set a priority.

## Photos and videos to attach

- the equipment nameplate (model and serial number);
- the failed assembly itself, in overview and close-up;
- the control panel screen with the message or error code;
- a video of sound or vibration if it helps show the problem.

## Safety before the engineer arrives

### Warning

Do not disassemble or restart equipment that handles hexane or operates under pressure if the cause of the fault is unknown. Follow your company safety instructions; if necessary, switch off power and shut off the medium supply according to the procedure.

## Request template

Copy or print and fill in, then send to [sales@denenergy.com.ua](mailto:sales@denenergy.com.ua) or read it out by phone.

|                                               |  |
|-----------------------------------------------|--|
| Company / site                                |  |
| Contact person and phone                      |  |
| Address and location of the equipment         |  |
| Equipment (type, model, serial number)        |  |
| Commissioning date                            |  |
| What happened (briefly)                       |  |
| When it started / how often it repeats        |  |
| What the system shows (messages, error codes) |  |
| What has been checked or done                 |  |
| Impact: line stopped / partial operation      |  |
| Urgency and convenient contact time           |  |

### Contact us

Ukraine, Mykolaiv, 9B Oleha Bondarenka St.

### PHONE

**+38 067 995 10 96**

### E-MAIL

**[sales@denenergy.com.ua](mailto:sales@denenergy.com.ua)**

### HOURS

**Mon–Fri: 09:00–18:00**

This material is for information only. Final configuration and parameters are defined by the technical specification and agreed with D.ENERGY engineers. Data as of 08.10.2026.