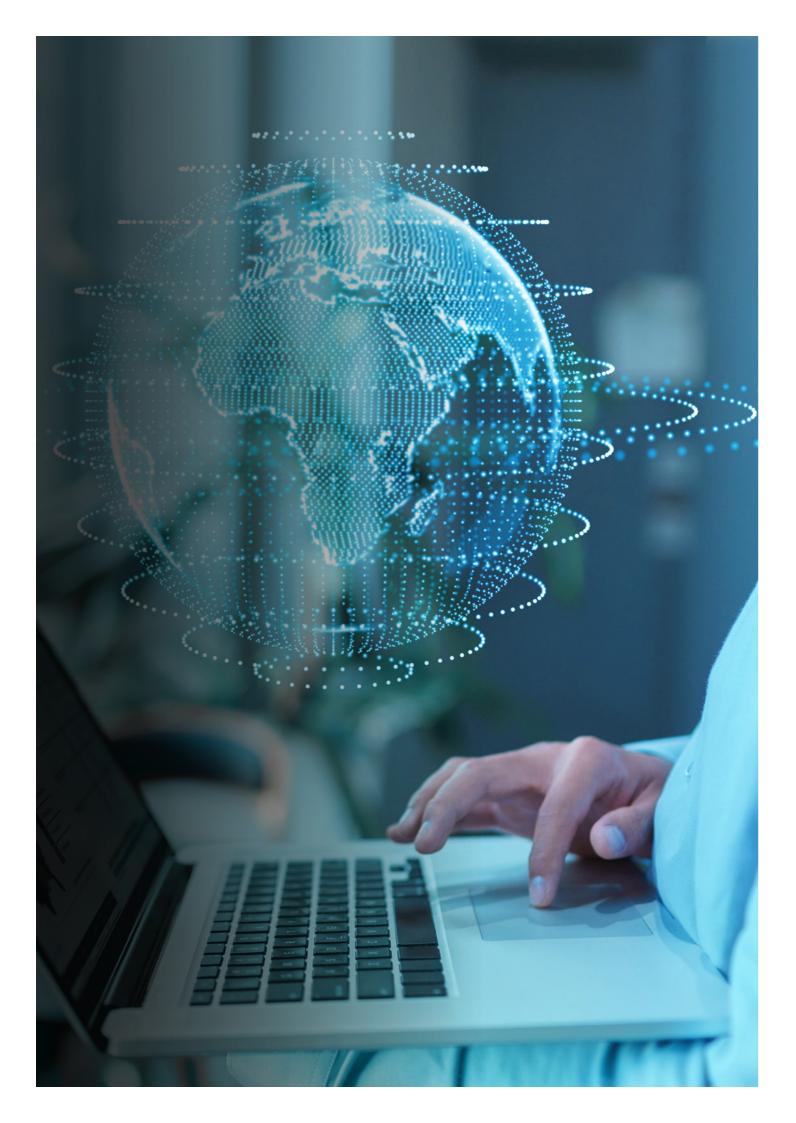


Comprehensive service solutions for all vacuum technology needs

From initial consultation to specialized training - ensuring optimal operation of your facility



Always available: Services for maximizing efficiency

"Our commitment doesn't stop once a system is commissioned; it extends far beyond that."

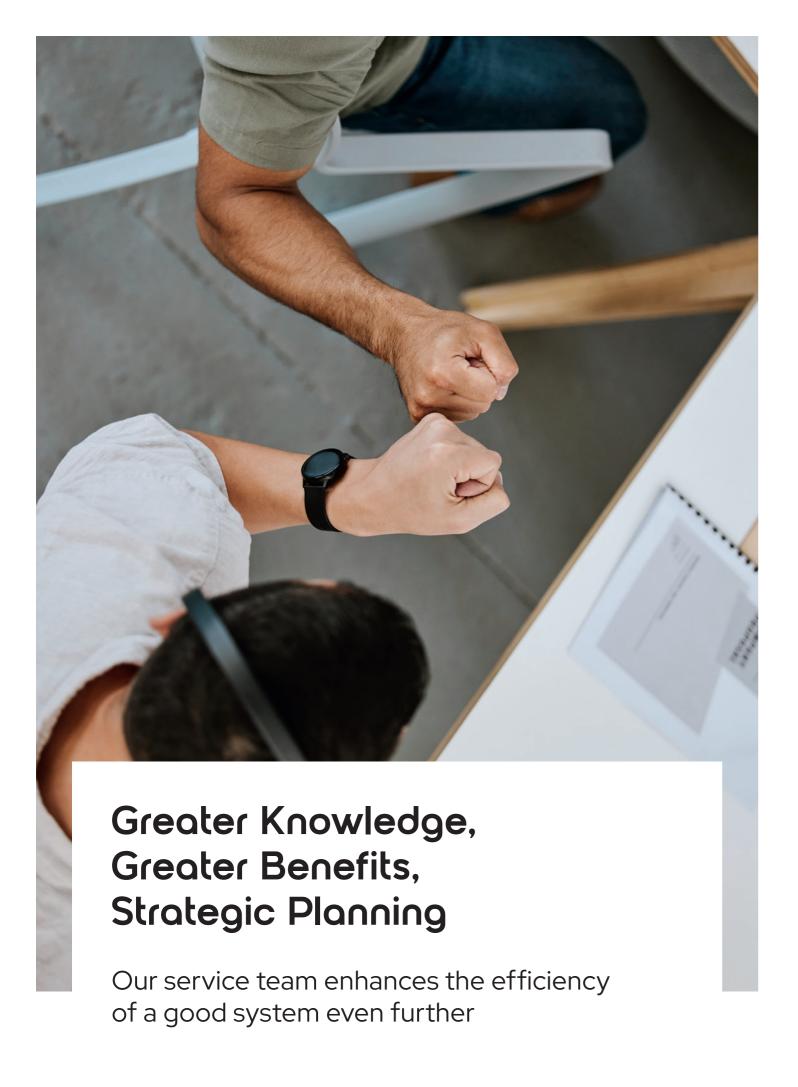
We aim to ensure that your system operates smoothly. As providers of wastewater vacuum technology, we offer more than just innovative solutions for sewer construction and building development projects. Our team is available around the clock, worldwide, to provide expert advice and reliable services whenever you need us.

Our services cover everything from rapid troubleshooting in 24/7 mode to carefully planned modernization projects. Technology is constantly evolving, offering new opportunities for adaptation to the future.

We take pride in our track record of delivering efficient, stable, and trouble-free service over many decades.

When it comes to service, we don't just offer tips, spare parts, or maintenance contracts. We're also committed to sharing our extensive expertise in vacuum technology with you and your teams. This ensures that everyone is well-equipped to handle the system effectively.

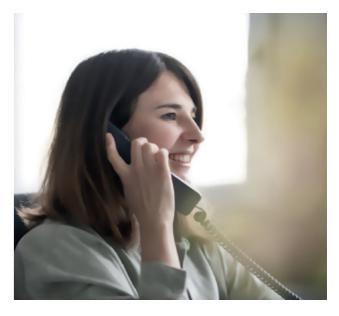
Ultimately, our goal is to ensure that your investment yields long-term benefits.



Consultation

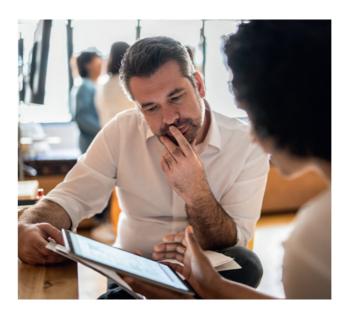
Addressing inquiries, assisting with troubleshooting

Our consulting team is dedicated to providing targeted support across a spectrum of topics, from commercial matters to technical details. Rather than offering one-size-fits-all solutions, we prioritize understanding your unique needs before crafting tailored recommendations. Drawing on expertise from diverse application areas and specialized fields, our team offers insights that may extend beyond our own product range. Why? Because our ultimate goal is to ensure the optimal performance and longevity of your system. With extensive experience across various systems, we strive to address challenges proactively and prevent potential issues down the line.



With our own consulting team, we are available to answer all questions relating to your system - worldwide, around the clock.





Expand, retrofit, implement smart technology: Our modernization team ensures that your system stays up-to-date and doesn't age.

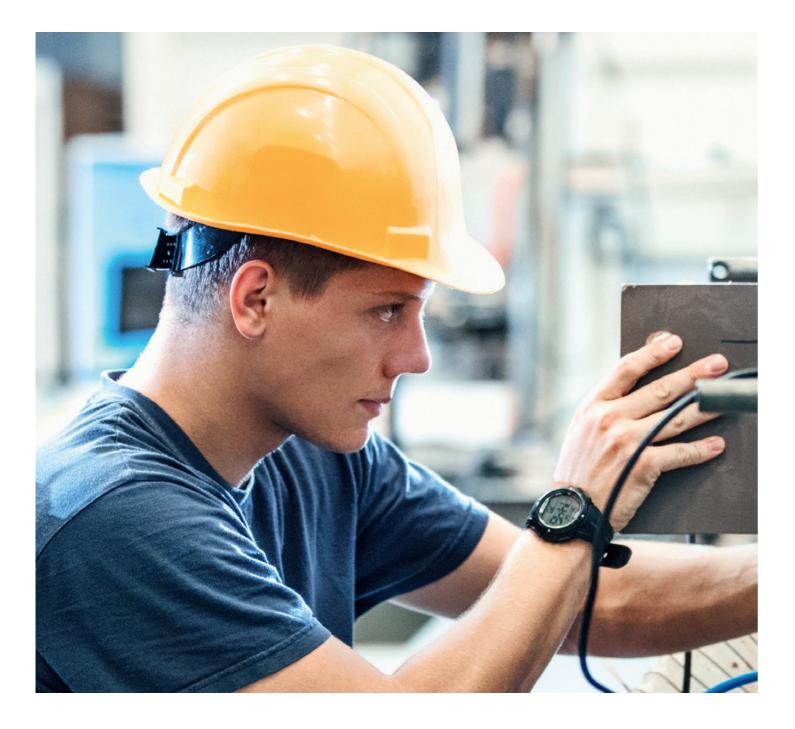
Modernization

Always up to date? No problem.

Sometimes it's just a small step from consultation to modernization. Because, like all technology, vacuum technology is developing at breakneck speed, becoming ever better, more sophisticated and more digital. Find out together with our service team how you can

- Operate systems more efficiently
- Plan service intervals more flexibly
- Resolve issues through remote maintenance
- Tailor measures specifically to your budget
- Implement expansions or retrofits step by step

Almost all technical solutions from Roediger® are designed to be scalable. This ensures that you have control over your system while keeping an eye on your budget at all times.



Check, maintain, repair

From good prevention to perfect care



Maintenance

Because control is good: maintenance contracts with Roediger®

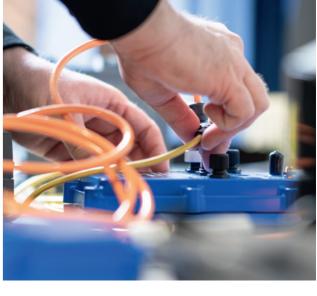
Regular checks of all functions, careful inspection of wearing parts, proactive replacement of heavily used components: If you have a maintenance contract with Roediger®, you can not only rely on the best high-tech quality from Germany. Moreover, you can rely on the fact that irregularities are detected and rectified before malfunctions even occur.

As a system supplier, we do not just focus on individual areas in our maintenance activities. We always keep an eye on the entire system, subject it to a 360° inspection and thus not only ensure that individual components are free of faults. We also make sure that the system as a whole is working perfectly. Regardless of whether it works with membrane or piston valve technology.





Keeping systems running: fast and reliable with spare parts from A to Z $\,$



Everything for smooth interaction: Our maintenance team knows all the details of our and third-party components as well as all international standards.

The Roediger® maintenance teams convince as a

- System supplier with a 360° view.
- Professionals for membrane and piston valve technology.
- Experts in testing over 1,000 systems and with worldwide experience with all international standards.

Spare Parts

Because sometimes time is of the essence: The Roediger® spare parts service

Our systems are meticulously crafted, but we also recognize the importance of proactive maintenance to identify potential issues early. In the event that something does occur, our spare parts service ensures swift resolution. With thousands of spare parts readily available, we can swiftly address any damage, even for older systems, ensuring minimal disruption to your operations.

This much is certain: Our spare parts supply

- Over 10,000 items in our spare parts inventory
- Compatible with all common systems including those from other manufacturers
- Depending on availability, in the event of a failure of an obsolete device, we provide loaner devices until modernization is completed.





Understanding the system. Mastering the technology.

Our training courses make your employees fit for everyday life

Modern vacuum sanitary systems are small marvels of technology. At the same time, new smart components are constantly helping to check every function and adjust them automatically if necessary. On the one hand, this is enormously helpful - but on the other, it requires a much deeper understanding of the complex technology. This is precisely where we do not leave our customers alone. Because we offer to make your employees fit for handling your system through our free training sessions.

Tostedt, located just under 50 kilometers south of Hamburg, is where the Roediger® production facility and our training center are situated. In small groups of up to 10 participants, we provide training to our customers' personnel in sessions lasting several days, covering both our individual components and the complete system. Our training courses encompass error-free operation,

procedures for handling malfunctions, and minor maintenance tasks - addressing every critical aspect for your teams. The specific training topics are tailored to each group and continually refined through ongoing dialogue between sessions.

Over the years, we have successfully trained over 5,000 specialists, equipping them with the necessary tools for their profession – completely free of charge, as mentioned. For training courses conducted at our customers' locations, we only apply a reasonably calculated flat rate.

If you are interested in a training course, simply contact us:

+49 6181 309-275

Or visit us online:

roediger-vacuum.com/en/portfolio/service/trainings

What makes the Service department at Roediger® so special?

"Having a sizable service department sets us apart in our industry. As pioneers and trendsetters, we are committed to continuously advancing technology and introducing innovative ideas to the market. It's not just about installing systems; it's about forming lasting partnerships with our customers. From the initial planning stages to post-installation support, we strive to work hand in hand with our customers every step of the way. That's why we believe it's essential to provide ongoing support and assistance even after a system has been commissioned. We're here to serve as genuine partners, ensuring that our customers receive the support they need to succeed."

As Head of the Service & After Sales department, Jelena Ratkovic is responsible for a total of 30 employees. And for ensuring that customers feel completely looked after.

She has clear ideas about how this should be put into practice.



We're not just trying to keep pace with the times; we're always striving to stay one step ahead."

What do you personally consider to be the most important aspect of service?

"Our approach to service is rooted in holistic thinking, mirroring the ethos of Roediger® as a whole: systemic, comprehensive, and forward-looking. We're not in the business of simply selling individual components. Instead, our service philosophy is built on sustainability. We ask ourselves: how can we help our customers enhance their entire system? What will propel them forward? Where can we help them optimize resource usage? Our focus isn't just on meeting today's needs; we're dedicated to preparing our customers for tomorrow. At Roediger®, and especially within our service department, our motto is clear: we don't aim to keep up with the times; we strive to stay one step ahead."



What motivates us: Innovative vigor and forward-thinking

Whether it's establishing settlements in remote areas or implementing modern urban concepts and sponge cities, we offer solutions for sustainable, safe, and cost-effective wastewater management. Our goal is to ensure hygienic conditions even in the most remote places in the world while conserving and protecting water as a resource for future generations. It's a mission we embrace daily, driving us to continually innovate and evolve.

We are building a sustainable future - with every project we tackle."

References that speak for themselves

If you encounter a problem or feel that your system could be optimized further, you've come to the right place. We're available 24/7 to address any questions you may have and provide long-term solutions. Whether it's piston or membrane valve technology, whether the systems were installed by us or by third parties, we are here to support you and ensure your system operates at its best.



The Palm Island in Dubai is a special project that we developed together with our Arab business partners - and the largest vacuum station in the world."

A competent team that operates worldwide

A company's strength lies in its team. With an interdisciplinary, highly trained workforce of over 100 employees, Roediger® is capable of implementing projects of all sizes across the globe. Always at the center: the customer and his needs.





Srdjan Draganovic, Senior Area Sales Manager

Good ideas under hand and seal

Pioneering progress often requires innovation. Our passion for innovation is evident in our inventive spirit and our dedicated research and development team. Roediger® holds numerous patents for groundbreaking developments, consistently setting new trends in wastewater management. We recognize that we cannot overcome the challenges of tomorrow with yesterday's solutions.

You too can benefit from our strengths:

- Innovative system solutions From planning to implementation and maintenance
- Reliable service Competent support in 24/7 mode around the clock, day after day
- There for you worldwide With more than 40 certified representatives and partners

Service

This is how we imagine good service

Five topics, five strong teams, one clear promise: We are only satisfied when you are.

Consultation:

Our consulting team specializes in solving challenges encountered in practical operations, ensuring that your system operates at its full potential.

Modernization:

We bring systems up to the latest state of the art, helping you save costs and comply with the latest regulations.

Maintenance:

Our maintenance teams check, monitor, and proactively prevent faults to ensure smooth operation of your system.

Spare parts:

With over 10,000 items in stock, we provide fast and uncomplicated supply of spare parts to keep your system running smoothly.

Training:

We offer know-how transfer through training sessions for you and your teams, ensuring that you are well-equipped to manage your systems effectively.





Roediger®: Global trendsetter for vacuum technology

Roediger* has solidified its position as a leading system supplier for vacuum technology through innovative solutions, sophisticated engineering, deep technical understanding, and a strong commitment to providing expert advice and exceptional service.

Our work is based on the transportation of wastewater by vacuum - a highly efficient and sustainable technology that we use in its entirety:

- With sewer solutions that ensure a state-of-the-art, scalable infrastructure even under the most difficult external conditions.
- With sanitation technology that enables previously unimagined architectural and planning freedom - and at the same time creates completely new opportunities for resource recovery.

- With an all-inclusive offering for railway operators that takes train maintenance to a whole new level.
- And with a portfolio of additional services that also guarantee the faultfree and efficient operation of vacuum systems in the long term.

Vacuum Technology Solutions

Making a difference today, for a better tomorrow.

Sustainable & Efficient

Our vacuum technology reduces water consumption, minimizes infrastructure costs, and supports environmentally responsible solutions across all industries.

Flexible & Scalable

Designed to adapt to diverse environments, our systems integrate seamlessly into new and existing projects, whether for municipal sewer networks, large-scale sanitation facilities, or railway infrastructure.

Hygienic & Reliable

Our sealed vacuum systems prevent leaks, odors, and contamination while offering easy maintenance and long-term reliability, ensuring uninterrupted performance in any application.

Innovative & Proven

With decades of expertise and patented industry-firsts, we continuously advance vacuum technology to deliver smarter, more reliable, and cost-effective solutions worldwide.



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or visit roediger-vacuum.com info@roediger-vacuum.com



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