After Sales Solutions

Products and services
Comprehensive service for your plant – for it’s entire lifecycle

Play it safe with SAACKE Marine Systems

SAACKE Marine Systems oversees your equipment for its entire lifecycle. That means that we are on-site before your equipment is delivered, we diligently supervise its installation, start-up and maintenance, perform checks and analyses as well as compiling precise equipment documentation. Our collaboration however, is not limited to the warranty period – we will of course continue to assist you without limitation after its expiration. Take advantage of our customized service solutions for your plant.

1st phase: Enquiry, offer and project planning
- Evaluation of situation
- Specification
- Assessment
- Product selection

2nd phase: Prior to delivery
- Schedule and project planning
- Design
- Approval of drawing
- Manufacture

3rd phase: Delivery and installation
- Preparation of installation site
- Instruction on the installation process
- Delivery contents check
- Equipment installation
- Supervision

4th phase: Commissioning
- Evaluation of situation
- Ensuring availability
- Assessment and commissioning
- Fine adjustment
- Results documentation
- Training of operating personnel
- Approval through classification and equipment transfer

5th phase: Warranty period
- Technical support via telephone and e-mail
- Troubleshooting
- Spare parts supply

6th phase: During operation lifecycle
- Maintenance and repairs
- Spare parts management
- Inspections
- Consulting on equipment efficiency and improvement of availability
- Modernization of the equipment
- Boiler repairs and upkeep

Your project partner from A to Z
An overview of our services

Quality is the main benchmark for the products and services of SAACKE Marine Systems. We provide comprehensive, first-class service – 365 days a year, across the globe.

Our staff will be there for you, not only when it comes to solving an acute problem, but also for consultation and assistance in the preparation and implementation of alterations and modernizations. Another key focus of our service is regular, preventive maintaining the long-term value of your equipment.

Through regular advanced training courses and seminars, we maintain and develop the technical skill of our qualified service staff and licensed service partners.

Our boiler experts provide support by carrying out equipment operation inspections for assessment purposes and then advise on how to create optimal operating conditions. In the event of boiler damage, our global repair service is available. Within a very short time, highly-qualified installation teams are mobilized and will help you no matter where you are. We manufacture our own boiler repair components and the certification process is also carried out at the production site.

Our range of repair service – for all brands – includes the manufacture of completely new boiler parts customized to fit your existing equipment, in addition to basic boiler repair and maintenance. This is feasible thanks to our own certified design office.

We offer comprehensive services in the area of equipment modernization. Thanks to our decades of experience in heat engineering and equipment automation, we can find a solution to nearly any problem.

Our service range spans from the adaptation of safety-relevant components to the complete replacement of equipment as a turnkey project.

Further key activities include the analysis and evaluation of existing equipment, regardless of brand, in terms of energy efficiency, compatibility with newly released and existing regulations, and conversions for the use of alternative fuels such as MGO, LNG and biogenic byproducts (such as fish oil).
To make use of valuable energy from exhaust heat, which is otherwise lost with diesel generators, we can offer an exhaust heat recovery boiler system for nearly any type of ship.

Our exhaust boilers are suitable for integration in all existing steam generation systems as completely separate units with their own steam chamber, or by means of warm water circulation connected to the existing steam generator. Several exhaust lines can merge into one boiler body.

The installation of this type of boiler will significantly increase the efficiency of the system, reduce fuel consumption and lower CO₂ emissions.

Ship operation demands top quality spare parts of the highest standard. Only original spare parts can ensure that these demands will be met.

Our spare parts are selected especially for your system and manufactured in accordance with the highest quality standards. That's how we ensure functionality for years to come and make a valuable contribution to the value retention of your equipment.

To guarantee the supply of original parts for the entire lifecycle of your equipment, we not only keep a large quantity of parts in stock, but will also manufacture a part especially for you if needed. You can count on short-term availability worldwide.

The SAACKE training concept with continuous internal training courses, is a key building block in the quality assurance of our service. You can benefit from this expert knowledge.

We also offer individually-designed training courses for our customers, which can be carried out directly on your equipment or at a SAACKE service center.

In addition to multimedia presentations, our motivated and competent trainers also have access to our training centers. There you'll find a variety of burner models and ship boiler systems ready for operation for the purpose of test runs and practical training courses.
Due to the continuously rising operating costs on ships, we develop customized solutions for the optimization of your system. Focusing on the trouble-free interaction of all system components, our team cooperates with your experts to find energy-efficient options compliant with all new environmental regulations while utilizing state-of-the-art technology. In this way, you benefit from our decades of experience in the field of industrial combustion technology and system control. This expertise provides you with a crucial competitive edge in knowledge, which is significantly ahead of current environmental and efficiency standards in the maritime industry.

**Uncover savings potential – increase energy efficiency**

**Process of plant modernization**

1. Inspection on the ship
2. Engineering
3. Documentation
4. Installation
5. Commissioning
6. Transfer to the customer

From the idea to its realization
Application reports

**Cruise ship – fuel savings with new exhaust gas boiler**

The operators of the cruise ship Louis Olympia were looking for ways to lower the fuel consumption of the boiler system.

A ship inspection carried out by SAACKE revealed that the existing exhaust gas boiler system was in need of optimization. Working together with the customer, a new, more efficient exhaust gas boiler was designed and manufactured, and the individual components were brought on board for assembly. The installation was carried out by our repair team during the idle winter season. After commissioning, the fuel consumption of the steam generator was reduced by approximately two tonnes of oil per day. The new exhaust gas boiler paid for itself within one year.

**Factory trawler – burner for fish oil operation**

When processing the catch on board, large quantities of unrefined fish oil accumulate. This byproduct of fish processing must be disposed of on land. SAACKE was requested to examine the usability of this byproduct as boiler fuel.

We found a feasible solution using the technology of our Industrial Solutions. An existing bio oil burner design was adapted to the ship’s operating requirements under difficult conditions. Thanks to the proven rotary cup atomizer technology, the modernized equipment can be operated solely on fish oil after recommissioning, which means a significant saving on diesel fuel.
At home worldwide – and always nearby

More than 20 countries and 70 international branches, and over 1,000 highly skilled employees – as with our products, our service centers are available on every continent. Around the globe and around the clock: our international teams are there for you in emergencies day and night, thanks to our service hotline. You’d prefer personal interaction? Then simply get in touch with your regional SAACKE representative.

How to contact us:
All the contact information for the various regions can be found on our website.

For spare parts, call +49-421-64 95 5220 or send an e-mail to: spares-marine@saacke.com.

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You can find out more about our service and general scope of services at www.saacke.com