

Our service contracts

The Tournaire Equipment service contracts are personalised service solutions which combine several of our services depending on your specific needs. In order to maximise your performance and reduce your operating costs, these contracts provide peace of mind by reducing the risk of unexpected failures. They also ensure better management of your maintenance budget.

With 3 standard levels of service (1, 2 or 3 stars), you can personalise your service contracts with our experts depending on your actual needs.

Our service contracts (annual basis)	★	★★	★★★
Operator training	●	●	●
Annual visit	●	●	●
Curative maintenance support	●	●	●
After-sales priority, troubleshooting & spare parts	●	●	●
Biannual visit	-	●	●
Preventive maintenance support	-	●	●
Equipment / unit operating audit	-	●	●
Support with managing the installed facilities	-	●	●
Support with regulatory compliance work (ATEX / PED)	-	●	●
Support with document management	-	●	●
Extension of warranty period *	-	-	●
Remote support **	-	-	●
Exclusive spare part stock	-	-	●

* Must be implemented within 12 months following full unit commissioning.

** Must be implemented when designing the unit, or subject to an audit to adjust the existing unit.

At Tournaire, we are Committed, Protected and Involved to keep everyone safe.

Our Safety Commitment

Safety management

- Implementation and compliance with internal and external prevention plans.
- Qualified and accredited staff.
- Management of subcontracted staff.

Resources in place

- Management of accreditation and ongoing training (production, handling, lifting, security).
- Ongoing improvement of our AFAQ / MASE / CSR quality processes.

4 vital golden rules

- Staff and environment security.
- Strict compliance with internal and external security guidelines.
- Encouraging appropriate behaviour.
- Shared responsibility.



70 COUNTRIES 5 CONTINENTS



March 2019 - Photos: Tournaire, J.L. Héritier, Fabela, Senic Blue



The expert in natural raw materials processing.



ENGINEERING

APPLICATIONS

PERFUMES AND FLAVOURS
FOOD INGREDIENTS
PHARMACEUTICALS AND HEALTH
COSMETICS
CHEMISTRY

- ▶ 180 years of expertise in industrial processes.
- ▶ Effective and competitive solutions.
- ▶ The support of a team of experts in each sector.
- ▶ More than 1000 complete units for natural material processing, supplied since 1833.



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SINCE 1833

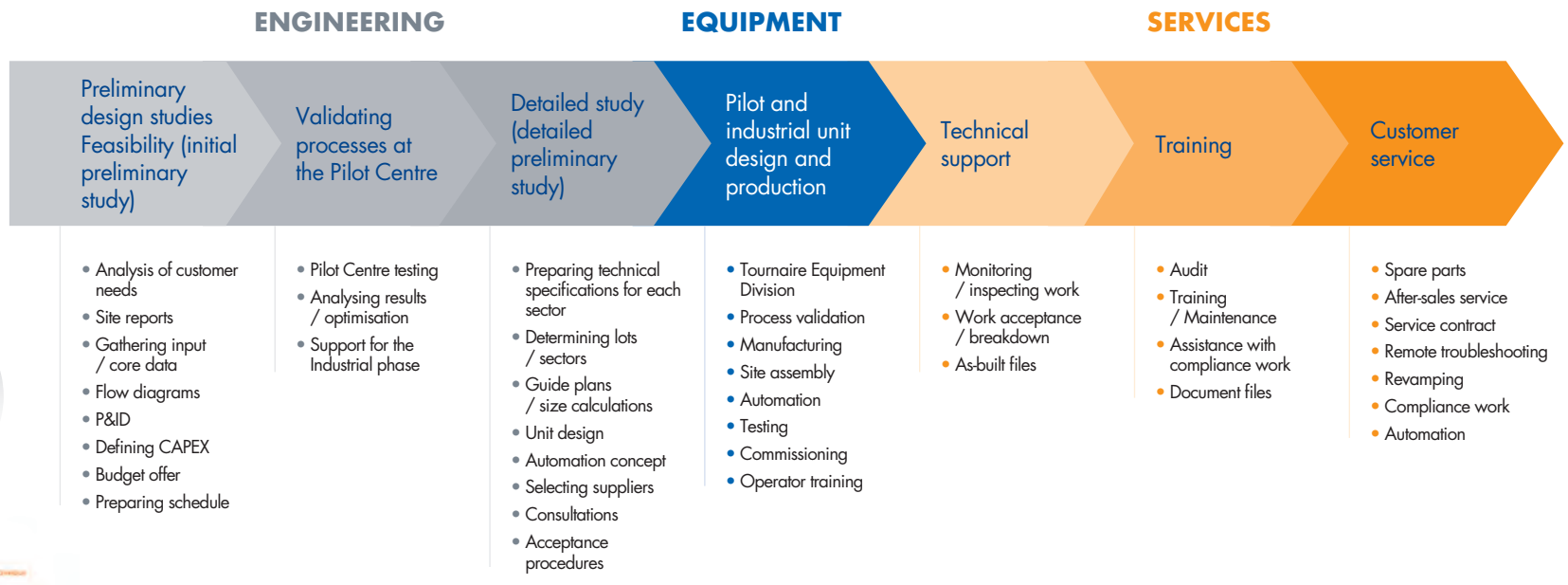




ENGINEERING & SERVICES

« Your success, our commitment »

Tournaire works closely with its clients during the industrial project life cycle.



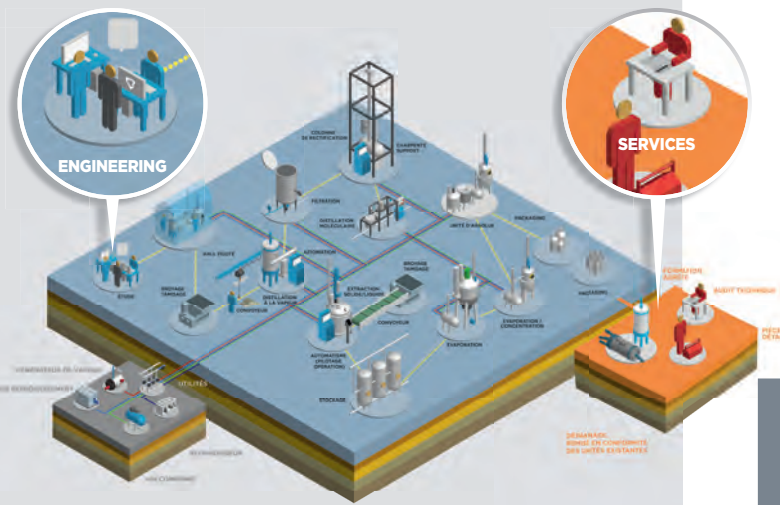
Adapted engineering capacity

- General or specific support services during upstream / execution / downstream phases.
- Access to the « pilot centre » to validate processes through testing.
- Design and development of mechanical solutions.
- Determining calculations for civil engineering.
- Determining metal structure calculations.
- Preparing detailed plans to manufacture metal structures.
- Manufacturing surrounding equipment in process units.
- Supervising the installation and commissioning of your units at the base of the system.



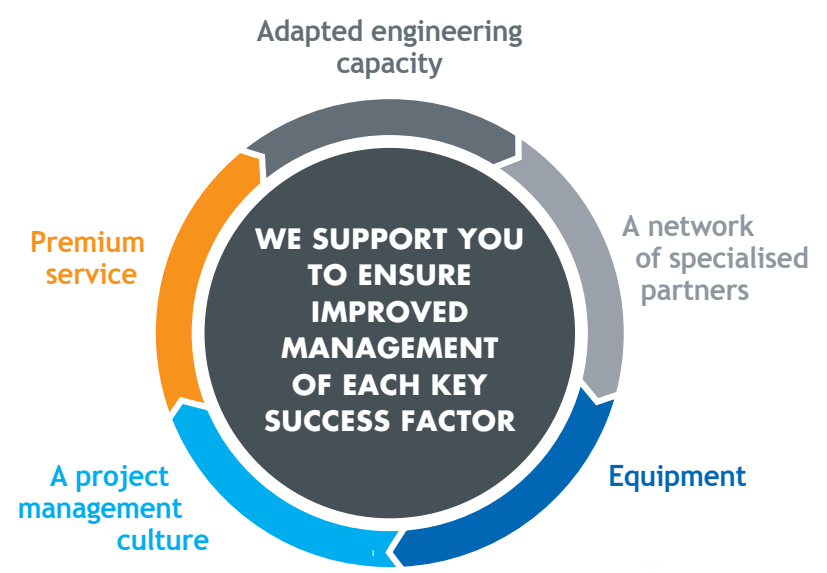
A network of specialised partners including:

- Civil engineering and metal structure calculations: CRCT Provence, SDT...
- Automated conveyor manufacturer: CROIX, DENIS, NEU...
- Stainless steel & mechanical sheet metal work: CICR, TESTE, VINOLAS...
- Automation of peripheral equipment and complete process units, and customer services (existing units): ACTEMIUM, AGI Autom...
- Pipework (workshop prefabrication & on-site connection): IDEM, AGT...
- Wide range of partner suppliers such as: SAMSON, ENDRESS & HAUSER, GROSCLAUDE, WILMARK...



CAPEX: Investment

- Overall performance.
- Improved lead times.
- Optimal operations.
- Quality.
- Controlled investment.
- Optimum risk management.



OPEX: Operations

- Control of regulatory constraints / Compliance work (PED / ATEX...).
- Optimisation of installed facilities.
- Improved life time / maintenance plan.
- Customised service contracts (3 levels: 1, 2 and 3 stars).
- Revamping / Automation.

Tournaire added value

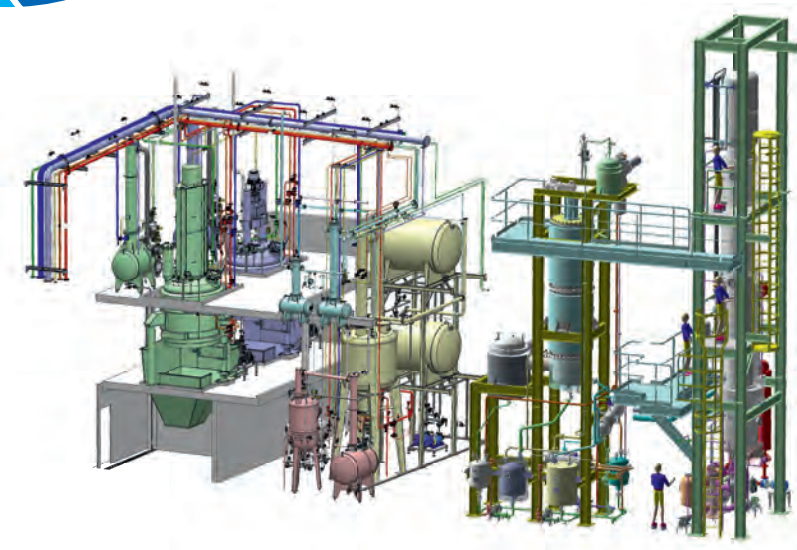
A leading partner in the processing of natural raw materials, in 2018 Tournaire's Equipment Division significantly expanded and developed its « **Service Engineering** » offer in response to strong market demand and its clients' interest in developing specific solutions adapted to their needs.

Tournaire Equipment handles « **turnkey** » projects building on its **experience** acquired over more than 180 years. We are able to offer project management assistance services with **full support**, whether in the initial pre-study phases, monitoring, work inspection or acceptance of all lots, including "as-built" files.

Based around the core process handled by "Tournaire Equipment" experts, these services are provided by our specialised engineers with the support of dedicated sector partners, including services related to civil engineering constraints, metal structures/walkways and operator access, utilities, automated supplies for "Product loading - unloading", automation, etc.

Tournaire also enjoys an **international reputation**: excellence, robustness and quality of construction materials are what define Tournaire equipment all over the world.

Tournaire provides an adapted solution: from the raw materials though to the final product.



Complete unit (Extraction, evaporation, rectification and molecular distillation)

The Tournaire Equipment Division

- Develops the broadest and most efficient range in the sector.
- Manufacture of the core process equipment.
- Access to its pilot centre for product testing.
- Turnkey units with « piping and automation ».
- Sub-critical extraction, molecular distillation R&D



A project management culture

- « Single » project pilot contact.
- Specialised network-based teamwork.
- Process which includes efficient steering and monitoring tools:
 - Management & coordination of an « action plan » with weekly report
 - Monitoring & coordination of risk analysis management.
- Control of costs / lead times & management of corrective actions plan.



Premium service

- A dedicated « customer service » organization - focused structure.
- Audit, training, support for « document » files (ATEX, PED).
- A team of experienced and accredited technicians.
- A tailor-made offer for service contracts (1 to 3 stars).
- Operating audit.
- Equipment compliance work.
- Revamping equipment.
- Optimising equipment (automation).
- Remote troubleshooting.
- After-sales service and spare parts management.

