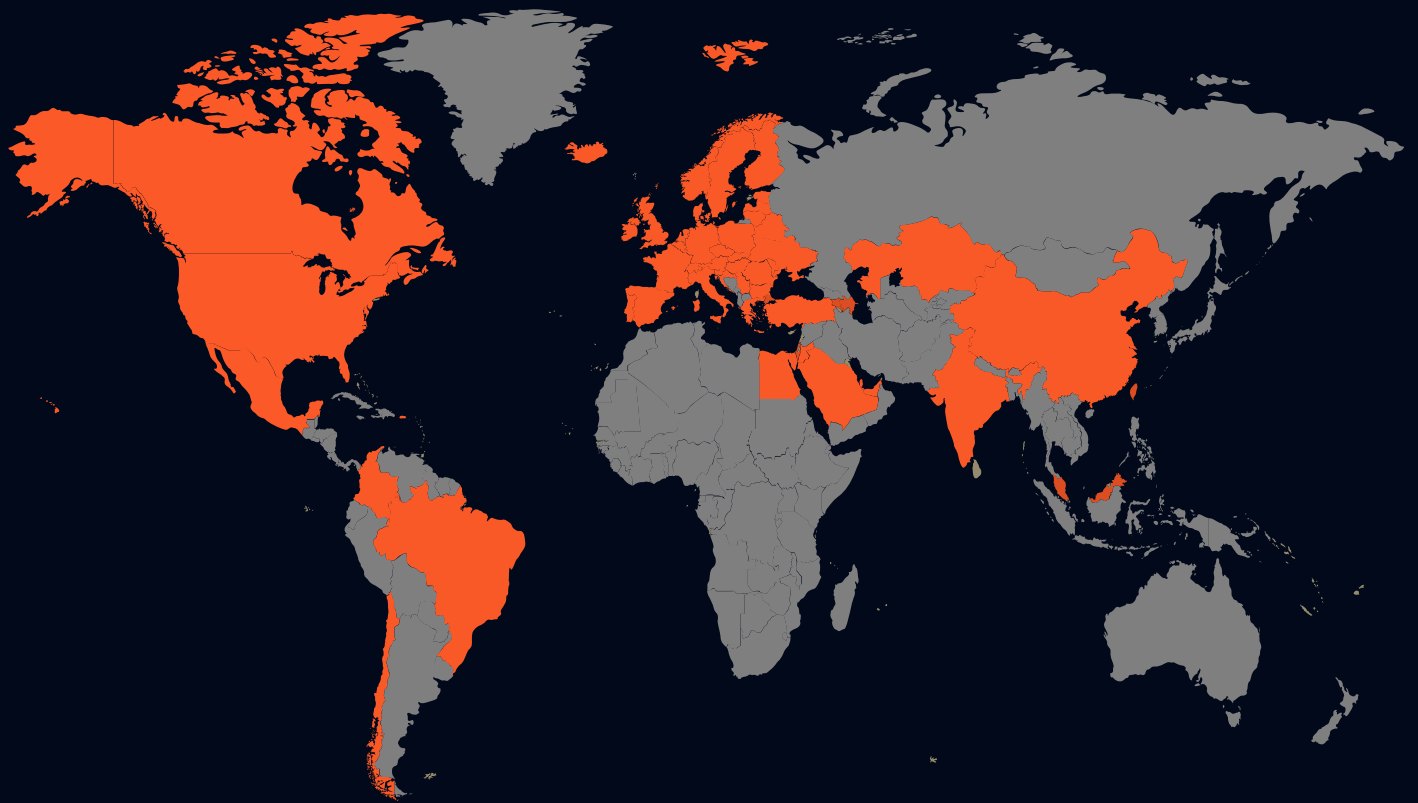


Heat Exchanger Service

For nearly **40 years**, we've been creating solutions that give you the confidence you're making the best choice.

Since 1988, we have been inspiring people to conserve the planet's resources through efficient heat exchange. Thanks to our reliable heat exchangers, installations achieve higher performance. Our innovative approach, combined with the passion of our engineers, helps reduce costs, save time, and have a positive impact on the environment. Customer satisfaction is a source of pride for us and a confirmation of the quality of our brand.

Our foremost commitment is to create the most efficient methods of heat exchange. This enables us to consistently provide the best service support and deliver products and design solutions of the highest quality.



Customer satisfaction is a source of pride for us and a confirmation of the quality of our brand. Our foremost commitment is to developing the most efficient methods of heat exchange.

This allows us to consistently provide the highest level of service support and deliver products and design solutions of the utmost quality. **Our solutions reach over 60 countries, supported by 10 subsidiaries and 6 manufacturing plants.**

Professional Heat Exchanger Service

Hexonic service guarantees that your heat exchangers are handled by experienced specialists who thoroughly understand their technical aspects. We offer a wide range of services, including inspections, maintenance, cleaning, refurbishment, and equipment upgrades. We clean plates, replace gaskets, optimize efficiency, and extend the lifespan of your installations—ensuring your systems operate safely and reliably.



Longer Lifespan



Shorter Downtime



Comprehensive Service

Service Packages



Order a Free Service Audit

Request a free HEXONIC service audit and discover how much you can gain by improving energy efficiency. Our experts will assess the condition of your heat exchanger, identify components that need attention, and determine potential savings. Simply fill out a short form - there's no risk, and you could significantly reduce your operating costs.

Standard Package

Ideal for customers who want basic equipment protection and quick access to technical support.



Scope of Services:

- Periodic visual inspection of the heat exchanger
- Priority phone and email support during business hours
- Ability to request a technician visit during standard service hours
- Access to a recommended list of spare parts at fixed prices

Pro Package

Enhanced service coverage for companies seeking greater control over equipment performance and faster expert response.



Scope of Services:

- Visual inspection and efficiency audit of the heat exchanger
- Dedicated service contact and fast phone/email support
- List of recommended parts with guaranteed fixed prices
- Operator training: operation and basic diagnostics

Pro Plus Package

Highest Level of Protection – for facilities where reliability and response time are critical. Continuous monitoring, advanced analysis, and 24/7 service.



Scope of Services:

- Performance audits and operational data analysis
- 24/7 helpdesk with service response within 8 hours

Spare Parts Management

- Recommended parts list at fixed prices
- Inspection and replacement of components during service visits
- Storage of key parts for client needs

Training

- For operators: operation and diagnostics
- For maintenance teams: maintenance and preventive care

Service Requests

Reason for contact

Select at least one option *

- Question about documentation
- Warranty extension
- Request for a quote for spare parts
- Device registration
- Training / consultation
- Post-warranty service
- Cleaning the heat exchangerCzyszczenie wymiennika
- Expansion of the exchanger
- Other services

Serial number

Enter your heat exchanger's serial number or model – it helps us find the right solution faster. The serial number and model number are on the nameplate attached to the heat exchanger.

[How to find serial number?](#)

To ensure fast and effective service support, please carefully review the request form and complete all required fields. The information you provide will help our specialists quickly identify your equipment and prepare the best possible solution.

Before submitting your request:

- Select the reason for contact – choose at least one option so we can direct your inquiry to the appropriate department.
- Provide the serial number or model of the heat exchanger – this can be found on the nameplate located on the device's cover plate. This information speeds up identification and parts selection.
- Attach files – if possible, include a photo of the nameplate, documentation, or a description of the installation site. This helps shorten the analysis time.
- Fill in contact details – this allows us to quickly get in touch and provide the next steps.

Contact:
service@hexonic.com
+48 725 580 016