

Technical & After Sales Service

By your side from installation to start-up



Total Customer Support

We offer one stop, total customer support for all GIW® products. Round the clock service comes standard, no matter what equipment issues you are facing. We pledge to focus on all the equipment details allowing you to focus on running your business.

We offer a wide variety of classes, training, start-up/installation support and field service in accordance with GIW Field Service Terms and Conditions and Field Service Rates. To best serve your needs and accommodate your preferred schedule, we request that training and start-up support be requested 30-60 days in advance.

We've got you covered:

- Installation Support
- Start-Up Support
- On Site Training
- Warranty Claims
- Restock
- Over/Under Shipment
- Alignments
- Vibration Analysis
- Faro CMM Equipment Analysis
- 24/7 Breakdown Service

Support Services:

Technical Services

Tel. +1 706-434-0683

Fax +1 706-210-5967

GIW-WarrantyClaims@ksb.com

Customer Service & Spare Parts Sales

Tel. +1 706-863-1011 Ext. 2407

Dir. +1 706-434-0707

Fax +1 706-210-5985

GIW-Parts@ksb.com

After Hours Breakdown Rush - 24/7

Mobile: +1 706-513-0585

(For emergencies only)