## SOLUTIONS FOR CHINA

### **ISSUE:** 32

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EXPERT SOLUTIONS

### THE GAS ANALYSIS MAGAZINE

**MEET THE TEAM** Our specialists serving your industry

EXPERT SERVICE SUPPORT Keeping China's processes running

SOLUTIONS FOR CLEAN AIR Controlling and monitoring emissions

# GAS ANALYSIS THAT SUPPORTS CHINESE MARKETS



# ELEANAIR SOLUTIONS



Environmental

NH<sub>2</sub>



Process



Combustion



## CHANGE IS IN THE AIR

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Series delivers complete confidence in your

### CHANGE WITH SERVOMEX TODAY

## **BRINGING GAS ANALYSIS SOLUTIONS TO INDUSTRIES IN CHINA**

Welcome to the latest issue of our Expert Solutions (ES) magazine, which focuses on the way we support customers and projects in China.

In this edition, we introduce you to our expert team bringing gas analysis solutions and applications knowledge to industries throughout the country.

Our support for customer markets is shared between two divisions; the Industrial Process & Emissions (IP&E) team handles power generation, hydrocarbon processing, and emissions monitoring applications, while the Purity & Specialty (P&S) team deals with industrial, medical, specialty, ultrahigh purity, and semiconductor gas processes.

We explore some of the key applications in China that these divisions focus on and highlight our primary product solutions for each one.

In addition, we look at two of our major sales contracts from earlier this year, using them to illustrate how we supply the range of gas analysis measurements needed to meet the demands of China's top industries.

Service support is essential to keep analyzers and processes running at peak performance for many years. We turn the spotlight on the work of our service network and its role in China, delivering global support at a regional level for the lifetime of an analyzer.

We also look at the work of our world-class systems integration team and the benefits their expertise brings to the country.

To find out more about our support for customers in China, contact servomex.com/contact-us

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### SPOTLIGHT ON SERVICE PLANS

The right service plan ensures maximum uptime for your analyzer. Servomex offers a variety of service products, customized to meet individual process requirements, so customers can select the support they want.

Every analyzer comes with a standard 'Protect' package, offering technical support via telephone and email, and access to expertise and repairs at our regional service centers. Customers can upgrade to the 'Peace of Mind' plan for regular maintenance and support, or to the comprehensive 'Partnership' plan, delivering full lifecycle support for your analyzer.

Plans can be tailored to specific customer needs, for maximum uptime in a cost-effective package.

### Visit: servomex.com/service

# CHINA – A KEY MARKET

China has a rich and diverse mix of industries, with an ever-increasing requirement for gas analysis solutions. This makes the country an important market for Servomex, with many of our global resources focused on serving customers in the region.

Support for our China customers is overseen from our Business, Systems Engineering and Service Center in Shanghai. We also operate four regional centers – a North of China business center in Beijing, Central China office in Wuhan, South of China center in Guangzhou, and Southwest of China office in Chengdu.



Contact your local regional sales manager above to make an enquiry



## Chroma TUNING EXPANSION

Our team works closely with the UK Technical Centre as it prepares to expand tuning capacity for the SERVOPRO Chroma in Shanghai. With this growing capacity, we are able to deliver Chroma units much faster, develop our local manufacturing and engineering capabilities for customers, and expand our total solution package for industrial gas customers.

## CHINA SERVICE SUPPORT

Servomex's support for China is organized to respond rapidly to customer requirements. Our expert service engineers are located in a range of local centers – on a similar basis to the allocation of Regional Sales Managers – ensuring they are close to customers. This allows a quick reaction when the customer needs us, and means we can provide regular site visits.

Contact china\_sales@servomex.com to learn more. See page 16 for regional center details





### CHINA SYSTEMS ENGINEERING

Our systems engineering team provides strong engineering capabilities, competitive integration, and high productivity, supporting customers in the country with total gas analysis systems solutions. Employing the latest Kaizen and Lean concepts, our system integration responds quickly to market needs, adapting to the local system requirements.

## **OUR CHINA TEAM IS READY TO HELP SOLVE YOUR PROCESS CHALLENGES**

China's importance to Servomex is reflected in the resources we have invested into the business unit, and no resource is more important than our people. We have assembled an expert team to ensure customers receive the solutions they need, wherever they are in the country.

Here are some of the key personnel leading our efforts to support your processes.





#### MICHAEL XIE **BUSINESS UNIT DIRECTOR – CHINA**

As the leader of our operations in China, Michael oversees our expert teams as they provide the products, applications knowledge, and service support to all industries in the country that require gas analysis. He is based at our Business, Systems Engineering, and Service Center in Shanghai.



Responsible for the successful management of our dedicated service team in China, Louie has extensive experience in the industrial instrumentation market. He leads the team in delivering world-class service support across all geographical areas and industries in China.



#### **HUIYU GUAN BUSINESS DEVELOPMENT MANAGER – IP&E**

Overseeing the business development operations of our Industrial Process & Emissions team in China, Huiyu leads our pursuit of large international projects, focusing on power generation, hydrocarbon processing and emissions monitoring solutions.



#### **JIANFU QIAO** CHINA SYSTEM ENGINEERING AND **OPERATIONS MANAGER**

Jianfu liaises with our expert systems teams around the world, ensuring systems are delivered on time, meeting the highest quality standards, and providing customers with the best integrated solutions for analysis of their process.



**XIAOWEI ZHAI** CHINA SALES MANAGER - P&S

Leading our Regional Sales Managers across the country, Xiaowei works closely with our major customers, ensuring our sales teams and engineers work closely with them to drive growth in the markets through applications and product development.





**KEVIN XU BUSINESS DEVELOPMENT MANAGER – P&S** 

Kevin Oversees the business development operations of our Purity & Specialty team in China. He leads our pursuit of large international projects, focusing on solutions for industrial, medical and UHP gas applications.



#### MINDY FENG CUSTOMER SERVICE MANAGER

Mindy runs our eight-person customer support team, ensuring customers in China receive the level of quality they expect when dealing with Servomex. She ensures that customers receive quotes in a timely way and oversees the status of orders.



#### **JASON SHI** CHINA SALES MANAGER – IP&E

Based at our Shanghai center, Jason oversees our direct and channel sales teams in China, ensuring they assist customers in finding the right solution for each process. He co-ordinates the work of our regional sales managers across the country.



#### **RAINBOW ZHENG** TECHNICAL APPLICATIONS MANAGER

Rainbow is responsible for managing the China Application team, using the team's expertise and capabilities to create the effective solutions that make customer processes safer, more efficient, and cleaner.

### **INDUSTRIAL PROCESS & EMISSIONS**

## SUPPORTING POWER AND HP PROCESSES IN CHINA

China has a diverse industrial landscape that continues to grow rapidly. Coastal areas of the country are a particular focus for this growth, with a number of major chemical and petrochemical parks operating from these areas.

Power generation and hydrocarbon processing applications within the country are supported by our Industrial Process & Emissions team, which delivers gas analyzers, systems and service support for key processes in this sector. Meeting environmental regulations is an increasing concern for industries operating in the country; the IP&E team provides solutions and expert advice for emissions control and monitoring, including our complete clean air strategy.

Find out more at: servomex.com/ip-and-e



### THERMAL POWER

Coal-fired thermal power generation is a demanding industry, requiring operators to deliver the most efficient process while maintaining safe operation, controlling fuel costs, and meeting stringent targets for emissions.

Backed by our expert application knowledge and experience, Servomex's total analytical solution ensures operators can meet their goals, improving core processes and reducing maintenance costs.

### **KEY SOLUTION:**

The SERVOTOUGH FluegasExact 2700 is our dependable combustion analyzer, continuously monitoring oxygen and combustibles in the flue gas to help achieve optimum combustion conditions.



Visit: servomex.com/fluegasexact2700

## **CLEAN AIR** SOLUTIONS

## CLEAN AIR

We play a major role in helping industries to achieve their clean air goals. Our three-phase strategy focuses on the key process areas, working to reduce emissions and mitigate the damage caused by harmful pollutants.

We supply solutions for control of combustion and other process reactions, gas cleaning processes, and continuous emissions monitoring. We also support carbon capture methods, and gas analysis in the production of new-energy fuels such as hydrogen.

### KEY SOLUTION:

The SERVOPRO 4900 Multigas is specifically designed for continuous emissions monitoring systems, combining leading-edge sensing technologies to make up to four simultaneous measurements in the gas stream.



See our range of clean air solutions at: servomex.com/cleanair

### **INDUSTRIAL PROCESS & EMISSIONS**



## AMMONIA SLIP

DeNOx, or ammonia slip, treatments are used to suppress harmful emissions of NOx generated by combustion. Either a Selective Catalytic Reduction (SCR) or Selective Non-Catalytic Reduction (SNCR) is used.

Both methods require accurate ammonia (NH<sub>3</sub>) dosing to reduce NOx levels – if insufficient NH<sub>3</sub> is used, then NOx emissions are not sufficiently suppressed, while too much NH<sub>3</sub> can lead to the eventual formation of ammonium bisulfate (ABS), which blocks and damages equipment.

### **KEY SOLUTION:**

The SERVOTOUGH Laser 3 Plus Environmental is optimized to deliver ammonia slip measurements, with a rapid response to changing concentrations, and an auto-validation feature that provides complete assurance of ongoing measurement accuracy.



Visit: servomex.com/l3environmental



## ETHYLENE OXIDE

Ethylene oxide and its derivatives are used in a wide range of commercial products. It requires precise oxygen ( $O_2$ ) analysis for safety and quality monitoring, along with quality and process control measurements for the ethylene feedstock.

Ethylene oxide is formed by reacting ethylene with  $O_2$  and requires highly accurate monitoring of  $O_2$  levels to protect the process against the risk of explosion. Quality and process measurements are also made to support efficiency.

### **KEY SOLUTION:**

Developed for hazardous conditions, the SERVOTOUGH OxyExact 2200 Paramagnetic analyzer is specifically designed for high-performance  $O_2$  measurements and is ideal for use in a voting system at the reactor inlets and outlets.



Visit: servomex.com/oxyexact2200



## PTA PRODUCTION

Together with ethylene, PTA is used to produce the high-demand plastic polyethylene terephthalate, which is also known as PET. PET is widely used as a polyester fiber, and for food and drink containers such as plastic bottles.

The production process for PTA needs gas analysis measurements to ensure process control, efficiency, safety, quality monitoring, and environmental compliance.

### **KEY SOLUTIONS:**

A SERVOTOUGH OxyExact 2200 or SERVOTOUGH Oxy 1900 Paramagnetic analyzer makes a specific oxygen measurement unaffected by flammable and corrosive solvent traces and is ideal for use in a voting system at the oxidation reactor and crystallizers.



Visit: servomex.com/oxy1900



The SERVOTOUGH SpectraExact 2500 Infrared analyzer provides carbon dioxide (CO<sub>2</sub>) and carbon monoxide measurements in the PTA off-gas, and monitors  $CO_2$  to check for any post-oxidation reaction.



Visit: servomex.com/spectraexact2500

### **PURITY & SPECIALTY**

## **TRACE AND ULTRA-TRACE GAS MEASUREMENTS THAT SUPPORT CHINA'S IG** MARKET

The semiconductor, medical, and industrial gas markets in China continue to grow rapidly, and our Purity & Specialty (P&S) team continues to support their processes. Gas purity is essential to many of these operations, and Servomex provides the industryleading measurements necessary to support this.

Semiconductor manufacture is a key focus for growth, and Servomex offers a comprehensive, single-supplier solution for this application, with our ULTRA range delivering the trace and ultratrace measurements required, in a more costeffective way than competing technologies.

In addition, we supply medical gas solutions that are approved by global medical authorities to assure purity levels.



Designed specifically for ultra-high-purity gas analysis, the ULTRA series offers industry-leading measurements for a wide range of impurities, and provides a comprehensive gas analysis solution for the semiconductor market.

These analyzers deliver detection levels that meet or surpass gas purity requirements, providing a solution that is much more cost-effective than competing products.

This allows developing markets in China to begin or expand operations more easily, without compromising on performance or gas quality.

### **KEY SOLUTIONS:**

for ultra-trace measurements of a range of impurities

SERVOPRO DF-560E NanoTrace ULTRA for industry-leading Coulometric analysis of oxygen

SERVOPRO DF-750 NanoTrace ULTRA for the lowest detection levels of moisture

SERVOPRO DF-760E NanoTrace ULTRA combining oxygen and moisture measurements into a single device

For complete UHP solutions contact us at: china sales@servomex.com

## **DF-700 SERIES UPGRADE**

The DF-700 series is a range of sophisticated process moisture analyzers designed to measure moisture at trace and ultra-trace levels. It combines Tunable Diode Laser Absorption Spectroscopy with a robust measurement cell and true baseline reference for a highly accurate and sensitive reading.

Servomex has recently launched its latest generation of DF-700 analyzers, and is encouraging existing customer to take advantage of our upgrade service to replace obsolete parts and obtain new user benefits.

Our experts will refurbish your analyzer's laser sensor (and oxygen sensor if you have a DF-760E) and transfer all your data onto a new chassis.

They will also check system parameters are within specification, perform a gas span test with a NIST

traceable standard, and fully calibrate your system to our stringent specifications, all with an average turnaround time of six to eight weeks.

## GET THE LATEST TECHNICAL IMPROVEMENTS:

- Enhanced signal processing that reduces 'false alarms'
- All-new system chassis with new CPU and DAQ
- Improved ISA backplane
- Upgraded power supply and cables
- Refreshed door assembly and display



Contact your regional center to learn more: china\_service@servomex.com



## AIR SEPARATION UNITS

Air separation units (ASUs) are an important industry in their own right, creating pure gaseous elements such as oxygen, nitrogen, and argon for use in industrial and medical applications. They are also often a key part of many semiconductor manufacturing facilities, where the gases produced are used directly in the production process.

Accurate gas analysis is essential to ASU operations, playing a key role in process control, safety, and product quality. Compositional analysis ensures gas purity across the process.

The maintenance of product purity is also essential between the separation process and product transportation by pipeline or vehicle. This requires highly accurate trace measurements for a range of impurities to ensure that quality is maintained at the highest possible standards.

### **KEY SOLUTIONS:**

Servomex offers a broad, comprehensive range of solutions for ASU gas analysis, using 'best fit' sensing technologies to provide the required measurements.



Find our more at: servomex.com/asu

## SERVICE



**LOUIE LUO** SERVICE MANAGER – CHINA

## GLOBAL SERVICE EXPERTISE DELIVERED LOCALLY

Our expertise in gas analysis goes beyond the products we manufacture – all our systems and analyzers are backed by deep applications knowledge and a global team that delivers the support you need throughout China. Our dedicated support team in China is led by Louie Luo, who drives our expert support to customers in this key industrial market, ensuring high-quality service provision.

He oversees a network of experienced engineers operating from our business centers in Beijing, Chengdu, Guangzhou, Shanghai, and Wuhan. Each service center is equipped with the latest repair tools, plentiful spare parts, and professional service engineers, and located near customer sites for a faster response to their service needs.

The centers also operate training programs designed for end users, business partners such as channel partners, system integrators, and value-added resellers.

With manpower adjusted by regions to establish a regionalized service network for much better efficiency, our team provides a rapid response, covering all maintenance needs ranging from routine servicing to emergency repairs or replacement. Our experts can be present to support your process from day one, setting up and calibrating your new analyzer or system for optimum performance from the outset, with a professional commissioning service that ensures the functioncomplicated and high-level gas analyzers used in China achieve long-time operation.

If customers want to upgrade their existing gas analysis system, we can evaluate, propose solutions, and supply a complete system.

Should an analyzer in its warranty period be defective, it should be returned to our Business Center for repair. However, we can support the customer with our Go-To-Site program, especially for the major breakdown. We also have a designated Service Plan for future health checks and lifetime maintenance.

Find out more by emailing: china\_service@servomex.com

## SERVICE PLANS

Our range of service products can be customized to meet your needs. Buy the plan that's right for your process and ensure you get the support you're looking for.

### PROTECT

Supplied as standard with your analyzer, the Protect plan delivers technical support, remote access to our experts, and the option to buy the spares and consumables you need. Three levels of coverage are available, or we can produce a tailor-made plan just for you.

These plans have the full expertise and resources of Servomex's global operations behind them, with on-site and remote support from our highly trained service engineers, application specialists, and scientists.

Our top-of-the-range service

support package, the Partnership

plan puts our expert support at

the heart of your long-term gas

analyzer maintenance from day

one, for the highest levels of

reliability and performance.

PARTNERSHIP

They are designed to deliver the highest possible measurement availability for your analyzer, ensuring our trusted gas analysis is ready when you need it. Our expert team will recommend a plan to suit your requirements, and will put together the right package for your process.

### PEACE OF MIND

Our most common service package, the Peace of Mind plan lives up to its name by delivering confidence in your gas analysis across the lifetime of your product.



Find out more about our customized service support at **servomex.com/service**, or get in touch with your nearest business center: Email: **china\_service@servomex.com** | Tel: **021-64897570** | Fax: **021-64426498** 





### Beijing

(North of China)

Rm. F908, Ruida Building, No. 74 Lugu Road, Shijingshan District, Beijing, P.R. China

### Chengdu

#### (Southwest of China)

Rm. A3601, Fantasia Hailrun Complex, 216, Lower Dongda Street Section, Jinjiang District, Chengdu, P.R. Chinaa

#### Wuhan

#### (Central China)

Unit 2220/22F Chicony Plaza, No. 10 Luoyu Road, Hongshan District, Wuhan, P.R. China

### Guangzhou

**(South of China)** 22F, C Bldg, Fenxing Plaza, No. 240 Tianhe Road, Tianhe District, Guangzhou, 510620, P.R. China

#### Servomex Asia Pacific Business, Systems Engineering and Service Center

Bldg. 9, Shanghai Euromate Industrial Park, No. 88 Yuanshan Road, Xinzhuang Industrial Park, Shanghai 201108, P.R. China



### **SYSTEMS**



## **GLOBAL EXPERTISE** THAT SUPPORTS CHINESE INDUSTRY

Whether you need a single analyzer and sampling system, or multiple gas analyzers working together in an air-conditioned shelter, our expert systems team delivers a complete, integrated solution for your process.

The design, build and delivery of our systems in China is orchestrated by our systems engineering center in Shanghai, which is able to draw on Servomex's global resources and expertise to create the right solutions for industries throughout the country.

The Shanghai center is able to apply its deep understanding of China's marketplace and the local process conditions to ensure each system is tailored to meet individual customer requirements.

Our team will stay in place throughout the project, ensuring consistent communication from start to finish. We begin by identifying the parameters that the system must meet to ensure optimum performance and ease of use, then create a design in consultation with the customer.



Close communication with the customer is key throughout, with continuous evaluation throughout the build process. Following internal testing and an intensive Factory Acceptance Test (FAT), the finished system is shipped for installation.

Our expert support team can commission and calibrate the system and provide any necessary operator training.

Everything our systems team does is focused on the customer. As project partners from the outset, we have the capabilities to deliver systems on time, to meet all specifications.



### ULTRA-HIGH-PURITY CASE STUDY

## **A COMPLETE GAS ANALYSIS SYSTEM FOR** A DEMANDING UHP **GAS APPLICATION**

Servomex's China team has won a contract to manufactures TFT-LCD displays for high-end mobile supply a complete gas analysis system for ultra-high smartphones and tablets. purity (UHP) electronics-grade gases to a major For this project, Servomex will supply its single-Chinese microelectronics company.

The customer, which operates sites in mainland China and Japan, manufactures a range of products, with a particular focus on high-quality displays for smartphones, laptops, medical devices, industrial equipment, and automotive instruments.

It required a continuous quality control (CQC) gas analysis solution for its facility in Xiamen, which

### **KEY SOLUTION:**

### **KEY SOLUTION:**

laser systems.

The SERVOPRO DF-500 series provides industry-leading analysis of ultra-trace oxygen, using Coulometric sensing technology to reach parts-pertrillion detection levels. It has a fast response to changing concentrations and quickly recovers from upset conditions, ensuring optimum performance. The SERVOPRO DF-700 series offers the lowest detection limits of moisture, using nondepleting Tunable Diode Laser Absorption Spectroscopy sensing, which means it is unaffected by the gas contaminants that disrupt CRDS







**KEVIN XU BUSINESS DEVELOPMENT MANAGER – P&S** 

supplier UHP gas analysis system, with a SERVOPRO DF-500 oxygen analyzer, SERVOPRO DF-700 moisture analyzer, and SERVOPRO NanoChrome.

The system will also use the HPGP-101-C highpressure gas probe developed by Servomex's sister company Particle Measuring Systems. This provides reliable in-line contamination monitoring for process gases at line pressure.

#### **KEY SOLUTION:**

The SERVOPRO NanoChrome combines the latest advances in gas sensing technology and signal processing methodology to provide sub-parts-per-billion measurements of a range of impurities. It applies Gas Chromatography to our advanced Plasma Emission Detector sensor for accurate ultra-trace results.

### **PRODUCTION IN GUANGDONG**



## **MEETING THE NEEDS OF PTA PRODUCTION IN GUANGDONG**

Servomex's China team has agreed a contract to supply an extensive gas analysis solution to a major Chinese chemical manufacturer.

The company, which produces and sells crude oils, aromatics, purified terephthalic acid (PTA), polyester, and other products, needed a complete system for a PTA production facility in Guangdong.

### **KEY SOLUTION:**

The SERVOTOUGH Oxy 1900 uses non-depleting Paramagnetic sensing technology to provide accurate measurements of percentage oxygen for process control and safety.

Designed for operation in hazardous areas, it may be used in a three-analyzer voting system to ensure reactor safety. The analyzers can also be used to measure residual O<sub>2</sub> at the crystallizer stage, and to check for O<sub>2</sub> impurities in the nitrogen inert blanket in the PTA product driers and storage bins.

This facility will have an annual output of five million tons of PTA, and requires an accurate and reliable gas analysis system to ensure process control, efficiency, safety and guality monitoring.

For this project, Servomex will supply 24 SERVOTOUGH Oxy 1900 Paramagnetic oxygen analyzers, and 18 SERVOTOUGH SpectraExact 2500 Photometric analyzers, along with systems accessories and housings.

### **KEY SOLUTION:**

Using advanced Infrared sensing technology, the SERVOTOUGH SpectraExact 2500 provides carbon dioxide (CO<sub>2</sub>) and carbon monoxide measurements in the off-gas, and monitors CO<sub>2</sub> to check for any post-oxidation reaction. It can also be used to measure water in liquid acetic acid, helping to control the recovery and purification of the solvent before it is recycled back into the process.



Visit: servomex.com/oxy1900



Visit: servomex.com/spectraexact2500

## A BREATH OF FRESH AIR FOR ASU PROCESSES



Servomex gas analysis solutions can transform your air separation process. Discover our comprehensive, single-supplier range today, and get a purer product from your ASU.

Find out more online at: **servomex.com/asu** 

## **STAY INFORMED WITH OUR EXPERT SOLUTIONS MAGAZINES**

Available in downloadable and interactive versions, our Expert Solutions (ES) magazines cover a wide variety of topics, ranging from new product launches to complete process solutions. The publications also cover key markets, sensing technologies, and expert applications advice. Our annual Product Guide is also available, highlighting all our available gas analysis solutions.





To access these resources go to: servomex.com/resources

# GET THE RESOURCES YOU NEED TO SUPPORT YOUR PROCESS SOLUTION

### **EXPERT PAPERS**

For an in-depth look at our gas analyzers and the technologies they use, download our expert papers. Written by our knowledgeable team, they examine how our sensing technologies work and explain why certain products deliver the best solution for key applications.



### MANUALS

Whether you need to replace a lost product manual, need a quick online reference, or just want to see how the product works before you order, we've got you covered. All our existing product instruction manuals are available to download, for quickstart, installation, operation and certification.



### **PRODUCT BROCHURES**

For the best available information about our products, you'll want to read our product brochures. They outline how the analyzer works and which applications it's best suited to. It also explains the main features and their benefits, and lists all the certifications it has.



### VIDEOS

Our extensive array of videos is ready to view on our website now. Some focus on our products, including expert 'unboxings'. Others look at applications and how our products deliver the solutions you need. We also feature our experts discussing key areas of gas analysis, and how Servomex can help customers in a range of markets.



### SIGN UP TO SERVOMEX NEWS

GET THE LATEST ALERTS ABOUT SERVOMEX SYSTEMS AND PRODUCTS

## **1. VISIT:** servomex.com/signup

When you sign up to receive Servomex emails, you'll be the first to know about our new products. You can also choose to get the latest alerts about downloads, exhibitions, and other Servomex news.

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Take control of your preferences and make sure you get all the news that's relevant to you.



