

WHEREVER YOU NEED US, WE ARE THERE

TECE Field Service – commissioning, service and maintenance

close to you

» From complex large-scale projects to individual products: we support you with our expertise, experience and genuine commitment. «



Maik Hoppe
Head of Quality Management Field

SERVICE – CLOSE TO YOU

Our TECE Field Service is there wherever it is needed – working alongside installers, operators and end-users. We support you every step of the way, from professional commissioning through to the proper maintenance of our products.

And if we are unable to be on site at short notice, our TECE Remote Service offers an effective solution to assist you quickly and easily.

CONTENTS

04 Maintenance service shower toilets

05 Maintenance service cisterns

06 Services for drinking water hygiene

08 Remote service

MAINTENANCE SERVICE SHOWER TOILETS

Since TECE shower toilets contain no vulnerable electronic components, they are durable and robust. However, over time, hard water in particular can impair functionality, hygiene and comfort. Our maintenance service proactively prevents this.



Depending on your requirements, we offer two maintenance models:

Standard maintenance, which includes descaling and a comprehensive functional test.

Premium maintenance, which also includes all necessary replacement and wear parts.

1 Simple replacement of the shower arm, flow cartridge and thermostat cartridge
2 Inspection of the thermostat function



1



2

For further information on TECE services visit **https://qr.tece.de/bh1Haw**

MAINTENANCE SERVICE CISTERNS

TECE cisterns stand for robust technology and reliable operation over many years. Depending on water quality and the length of use, maintenance may still be advisable in order to maintain normal operation or to resolve any malfunctions that may have occurred at an early stage.



Preventive measures for smooth operation

Regular maintenance helps to reduce limescale deposits caused by hard water and to detect wear and tear on moving components early on. This helps to avoid unplanned downtime and significantly increases long-term operational reliability. At the same time, water consumption remains at a consistently efficient level.



TECE Field Service takes care of the professional inspection and maintenance of the systems. These include:

- Cleaning of the flushing tanks and installed components
- Replacement of functional parts
- Comprehensive functional testing of all components
- Precise adjustment of fill level and flush volume

All work is documented upon completion – to ensure that the flushing system remains safe and efficient in the long term.

SERVICES FOR DRINKING WATER HYGIENE

Particularly in the case of large-scale projects, commissioning the individual hygiene flushing units is often a major time-consuming task. This procedure ties up valuable installation capacity that could be used more effectively elsewhere. At the same time, costs can be calculated precisely thanks to fixed-rate billing.



Commissioning service

Despite the fact that programming and commissioning with the TECE app are simple and intuitive, it is often worth commissioning the TECE service technicians with this, especially for larger projects. This means that no installation capacities are tied up for commissioning.
The various parameters, such as flush volume and flush interval, are programmed and documented in coordination with the craftsman during commissioning and the function test.

Once the service has been completed, the customer receives comprehensive digital documentation of all parameters and connection data, making future access to the respective flushing stations easier.

Just be safe

TECE solutions for drinking water hygiene create practical and legally compliant hygiene solutions wherever stagnation can become an issue. From small facilities in sports centres to large hotel complexes, via app or internet: You have everything under control at all times.



TECE SMART CONNECT

✓ Bluetooth
✓ Internet

Maximum safety, minimum effort

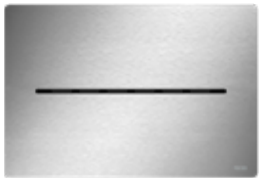
Installing TECEprofil toilet modules with integrated hygiene flush allows for convenient, individual control of back-to-back or looped installations with cold and hot water installations, whether in a closed room or across multiple rooms. This ensures drinking water hygiene over entire floors, for example in hotels or care facilities - without any additional effort.

TECE SMART CONTROL

✓ Bluetooth

Safety and hygiene also in cold-water systems

TECEsolid toilet electronics and TECEfilo urinal electronics ensure safe drinking water hygiene wherever only cold water is available or hot water circulates continuously.





For information on the possibility of extending your warranty, please contact your TECE sales representative.

Maintenance service

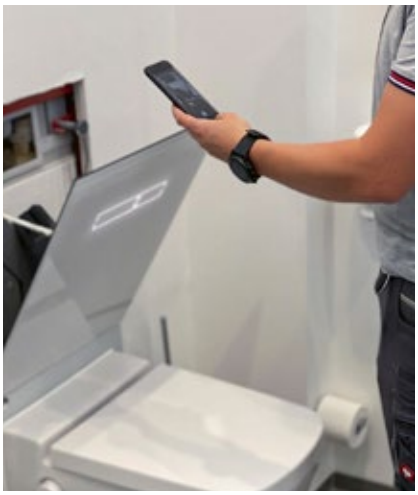
Part 5 of DIN EN 806 specifies requirements for the operation and maintenance of drinking water installations. These are primarily intended to ensure proper functioning and to maintain operating conditions. The hygiene flush integrated into the TECE cistern is an essential component in maintaining drinking water quality in buildings. Therefore, its proper functioning should be checked as part of annual maintenance in line with DIN EN 806-5.

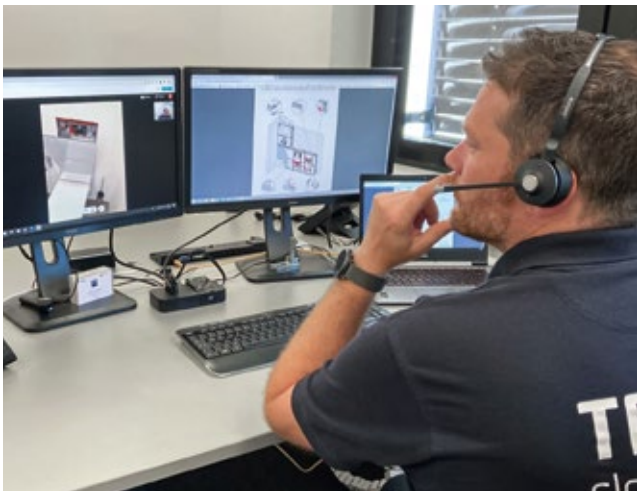
The TECE Service can also carry out this annual maintenance, including the relevant documentation.

DIN EN 806-5

IN THE EVENT OF A SERVICE CALL: FAST HELP DIGITALLY

Close to you – without being on site? TECE has a solution for this, too! For service calls, the smart, video-based remote diagnosis quickly supports “live on site”, providing virtual assistance – all you need is a smartphone or tablet.





Further information on TECE services at **https://qr.tece.de/bh1Haw**

The TECE Remote Service goes far beyond simple video calls.
For example, construction site photos and videos can be annotated live, or additional content can be shared.

For more information visit
www.tece.com

TECE SE
International Business
T +49 25 72 / 9 28-999
international-business@tece.de
www.tece.com/en

Appearance and texture may vary depending on material, manufacturing process and lighting conditions.
In order to improve the flow of reading, no distinction is made between feminine, masculine and non-binary in gender-related expressions. However, all genders are always implied.

DS001 010 99 a