

JUNE 15, 2020

BACHMANN INDUSTRIES FIELD SERVICE TEAM

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A NOT SO NEW WAY OF BUSINESS FOR BACHMANN INDUSTRIES

Remote work has been a very new way of life for many businesses. Many service related businesses were not prepared to appropriately manage the service needs of their customers remotely, but Bachmann Industries is proud of how our team was ahead of the curve and able to quickly and effectively adapt to servicing its customers remotely both domestic and international with increased efficiency and without compromising any of the reliability Bachmann is known for.

Remote service is nothing new to Bachmann Industries. Everyday our Field Service Engineers receive inbound calls and e-mails from customers asking for help with equipment. During the past several months of dealing with travel restrictions due to COVID-19, Bachmann have been successfully helping customers that are otherwise physically inaccessible by working "real-time" through the use of technology.

Through this challenging year, the Bachmann Field Service Team has been busy supporting the needs of customers within the United States and around the globe. Whether it's an expansion joint that tore up during startup requiring emergency splicing, a louver damper that's not working, or an actuator that keeps tripping the breaker off - an experienced engineer will talk them through the symptoms to get the problem identified and corrected.

It is as easy as an email or phone call and 24/7 our Field Service Team will provide top notch service.

