

MEDIA RELEASE

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July 03, 2023

Sulzer opens new Service Center in Germany – featuring state-of-the-art digital capabilities

Sulzer announces the opening of its new purpose-built, 1,680-square-meter service center in Lausitz, Germany. Hosting a mechanical seal repair shop, the facility is authorized to perform repairs, retrofits, reverse engineering and parts manufacturing on all types of rotating equipment using enhanced digital technologies. The new site provides a central location to better support industrial customers in Germany, Poland and Czech Republic.

In direct response to customer demand, Service Center Lausitz consolidates and upgrades the regional Jaenschwalde and Schwarze Pumpe service centers to offer regional industry advanced repair and service capabilities.

Situated near the city of Spremberg, the new service center is built to LEAN standards and designed to best ensure operational reliability and energy efficiency. The facility features a mechanical seal repair shop and state-of-the-art digital solutions that enable recovery and reverse engineering of components. These new on-site offerings can significantly reduce lead times, ultimately serving to reduce customer downtime and costs. In addition, we offer product upgrades that make our customers' operations more efficient and cost-effective. Beyond in-house capabilities, a highly responsive team of some 20 dedicated field service engineers is available to rapidly respond to customer needs.

Services Division President Tim Schulten said: "We strive to be close to our customers to deliver the best possible service at all times. By investing in our global footprint and expanding our infrastructure, we are able to provide improved service support to critical applications in the paper, chemical and power generation sectors, to name a few."

Uwe Kirstein, Head of Services, North/East region at Sulzer, added: "Whether due to a failed part, supply chain issues or unforeseeable events, we understand the disruptive nature and cost of downtime to our customers and appreciate the need for ready access to service support."

Sulzer is a global leader in fluid engineering and chemical processing applications. We specialize in energy-efficient pumping, agitation, mixing, separation, purification, crystallization and polymerization technologies for fluids of all types. Our solutions enable carbon emission reductions, development of polymers from biological sources, recycling of plastic waste and textiles, and efficient power storage. Our customers benefit from our commitment to innovation, performance and quality through our responsive network of 180 world-class manufacturing facilities and service centers across the globe. Sulzer has been headquartered in Winterthur, Switzerland, since 1834. In 2022, our 12'900 employees delivered revenues of CHF 3.2 billion. Our shares are traded on the SIX Swiss Exchange (SIX: SUN). www.sulzer.com

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