

**FORNOVO GAS**  
**SERVICE**

WE MOVE ENERGY



**Fornovo Gas S.p.A**

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# Our Company

Fornovo Gas is an **Italian company** specialized in the design and **manufacturing of reciprocating compressors** and integrated systems for different applications.

Alongside the supply of equipment, Fornovo Gas provides a **structured technical service**, designed to **support customers** throughout the entire lifecycle of the plant and to **ensure long-term operational continuity**.

From commissioning to scheduled maintenance, up to emergency support, our goal is clear: to **minimize downtime** and **keep the plant running**.





# TECHNICAL SERVICE & SUPPORT

Fornovo Gas Service was created to **ensure operational continuity, maximum reliability and consistent performance** over time for our compressors and systems.

Thanks to an **international network of qualified technicians** and authorized service centers, we support our customers throughout **every stage of the equipment lifecycle**, from commissioning to advanced maintenance, providing **fast, competent and results-oriented assistance**.

Supporting the team between one maintenance activity and the next, you'll also find **Sonny and Mizu**.

# Our Services

## Ordinary and Extraordinary Maintenance

Our service programs are designed to **prevent unplanned downtime**, **reduce unexpected costs** and **ensure the long-term operation** of the equipment.

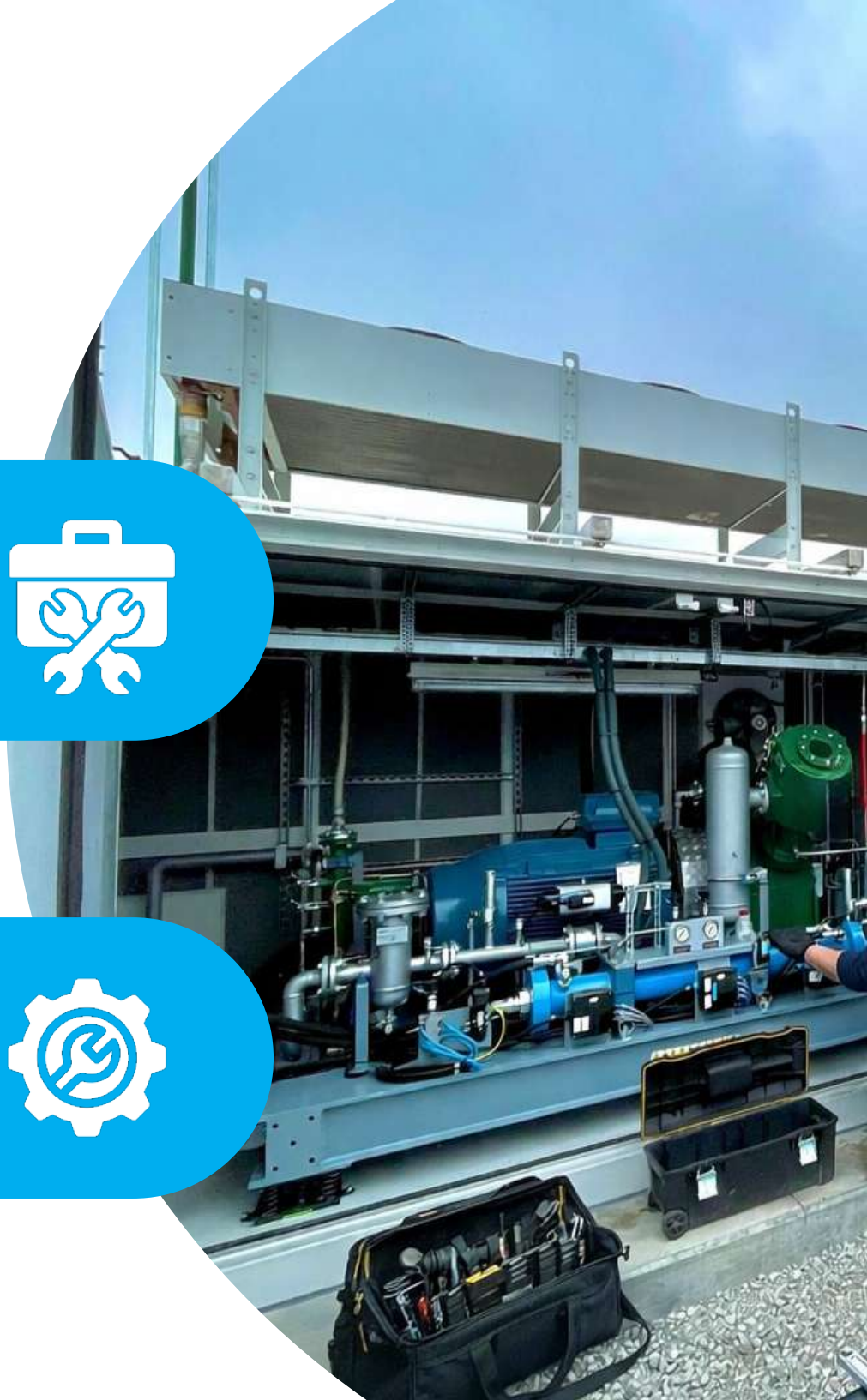
Both scheduled and unscheduled interventions are carried out by **qualified and Fornovo Gas-authorized technicians**, in full compliance with project specifications and safety regulations.



## Original Spare Parts Supply

The use of original **Fornovo Gas spare parts** is essential to **maintain the reliability, safety and performance** of our compressors.

Thanks to a structured warehouse management system and our **Service network**, we ensure **fast availability** and **efficient solutions** to meet every operational requirement.





## FG Academy

FG Academy is the Forno Gas technical training program dedicated to:

- **plant operators**
- **maintenance technicians**
- **partners and service centers**

The training courses are designed to enhance technical expertise, improve operational safety and make the day-to-day management of the equipment more efficient.



## Help Desk & Technical Support

Our **Help Desk** represents the first point of contact for technical support.

A **dedicated team of specialists** is available to provide **assistance, diagnostic support** and to **quickly identify the most effective solution**, reducing both downtime and intervention time.



## Start Up & Commissioning

We support our customers during the **start-up** and **commissioning** phases of their plants, ensuring that each system operates in full compliance with the design conditions.

A proper start-up is essential to guarantee **safety, efficiency** and **reliability** from day one.

# Our Network

Fornovo Gas operates **internationally** through a structured network of **authorized service centers, qualified technicians, and local partners.**

This organization allows us to provide **fast, efficient, and customer-focused** technical support, while consistently maintaining Fornovo Gas quality standards worldwide.



**9**

**SERVICE CENTER IN ITALY**

**15**

**SERVICE CENTER IN EUROPE**

**30+**

**SERVICE CENTER WORLDWIDE**



## DO YOU WANT TO BECOME A QUALIFIED SERVICE CENTER?

We collaborate with qualified technical partners to continuously **expand our service network**.

Becoming a Fornovo Gas Service Center means joining a **structured network**, with access to dedicated **technical training, direct support, and shared procedures**.

For more information about Service Center agreements and collaboration opportunities, please contact:  
**[assistenza@fornovogas.it](mailto:assistenza@fornovogas.it)**

# Maintenance Contracts

Fornovo Gas **maintenance contracts** are designed to provide **priority access to technical support** and a more **efficient management** of Service activities.

Through a **continuous partnership**, customers benefit from **reduced response times** and a **structured technical support**, which is essential in case of operational emergencies.

Service Agreement

Cust

Na

Service Provider

Name

# Whats's Included ?

## Priority response and intervention

Service requests are handled with priority compared to one-off interventions, ensuring faster response and handling times.

## Priority emergency line

In the event of a shutdown or critical issue, customers with a Service contract benefit from a dedicated priority channel, avoiding long waiting times.

## Scheduled maintenance

Planning of maintenance activities based on operating hours and the machine's operating conditions.

# Contract Duration

Maintenance contracts are generally established on an **annual** or **biennial** basis.

Contracts can also be **extended** or **customized** according to operational requirements, application needs, and plant configuration.





# Cost & Maintenance Plans

The cost of Fornovo Gas Service contracts varies depending on several factors, including:

- **Machine type**
- **Application**
- **Required maintenance plan**

Thanks to a **network of service centers** distributed across different countries, Fornovo Gas is able to offer **competitive solutions, optimizing intervention costs** while ensuring **high technical and quality standards**.

Each maintenance plan is defined on a **customized basis**, with the aim of **achieving the best balance** between **operational continuity, reliability, and cost control**.

# FG Academy

## TECHNICAL TRAINING COURSES

These courses are designed to **qualify and certify technical personnel** to perform **maintenance, service, and intervention activities** on Fornovo Gas machines, in accordance with the **manufacturer's technical and operational standards**.

### WHO ARE THEY FOR?

Fornovo Gas customers

Service centers

Technical partners



# Course Structure

The FG Academy training program is structured into three **progressive levels**, based on **operational experience** and the **machine's operating hours**.

## Level 1

Basic course focused on:

- **Commissioning**
- **Machine start-up**
- **Troubleshooting**

## Level 2

Advanced course for machines with:  
**4,000 – 8,000 operating hours**

In-depth focus on maintenance activities and the main operational criticalities.

## Level 3

Specialized course for:  
**Machines with more than 32,000 operating hours**

Focus on extraordinary maintenance and major interventions.  
Manutenzione ordinaria

# The Duration

## LEVEL 1 & 2

- 16h of theory
- 8h of practical training

3gg

## LEVEL 3

- 4h of theory
- 12h of practical training

2gg

Both training programs are delivered in person at **Fornovo Gas headquarters**.





# Costs & Organization

FG Academy courses are organized in small groups, with a **maximum of 8 participants**, to ensure **high training effectiveness** and a **real hands-on experience** on the machines.

The final **training fee** is defined based on the **number of participants** and the **course structure**.

Upon request, customized **training packages** can be arranged, for example by combining multiple levels, according to the customer's operational needs.

*For information about FG Academy courses or to arrange a dedicated training program:*

[assistenza@fornovogas.it](mailto:assistenza@fornovogas.it)

# CONTACT US

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