



# Conference season starring Norit Activated Carbon

In May and June 2007, Norit Activated Carbon was highlighted during conferences covering the latest developments related to the 5<sup>th</sup> Water Framework Directive (WFD). The WFD is an important driver for advanced wastewater treatment in the EU. Activated carbon is a key candidate for the removal of organic micro-pollutants including medicine residues, pesticides and endocrine disruptive compounds from (municipal) wastewater.

Norit Activated Carbon is preparing for the requirements to follow the WFD. Norit Activated Carbon is participating in a number of research studies on both pilot and demonstration scales. Highly interesting results focused on medicine residues and perfluoro compounds have been presented at a specialists' workshop in Osnabrueck, Germany. The first results of new innovative Activated Carbon based concepts have been discussed during seminars in Utrecht, The Netherlands and in Neu-Ulm, Germany.

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## Seminars and Exhibitions

WHEN	SEMINAR/EXHIBITION	WHERE
25/9-27/9	Agroprocess	Lille, France
1/10-3/10	The International	
	Brewing Convention 2007	Manchester, Great Britain
8/10-9/10	94. VLB October Seminar 2007	Berlin, Germany
15/10-19/10	3 <sup>rd</sup> VLB Brewers Seminar	Moscow, Russia
26/10-28/10	120 <sup>th</sup> Anniversary	
	MBAA Convention	Nashville, Tennessee, USA
1/11-2/11	Czech Brewing Days	Prague, Czech Republic
6/11-9/11	Ökotech	Budapest, Hungary
13/10-17/10	Weftec	San Diego, USA
21/10-26/10	IDA World Congress	Maspalomas, Spain
14/11-16/11	Brau Beviale 2007	Nuremberg, Germany
20/11-23/11	Poleko	Poznan, Poland
27/11-30/11	Pollutec France	Paris, France
29/11-30/11	Drink Technology + Pet India 07	Mumbai, India



## Norit Haffmans launches Tele-Support program for their global service network

*Norit Haffmans recently launched a new online program to assist its service network in their customer services and repairs by using the new Internet based communication technology Skype. Through video-skype a technician from the local representative gets a full voice and video support from Norit Haffmans' technicians in the repair workshop in Venlo.*

Eureka Scientific, Norit Haffmans distributor in Southern Africa, was the first service center to implement this program. Emmanuel Rurema, Senior Product Area Manager at Haffmans BV, who is responsible for this area, explains the launch of the Tele-Support program with Eureka: "Eureka was a perfect candidate since they had a well-trained technician, a broadband Internet connection and most of the customers, who are far away from the service center, expect their repairs as soon as possible as they generally don't have a replacement instrument for the one in need of repair."

"With this new Tele-Support program our distributors and agents are now able to diagnose the equipment in one day and order spare parts immediately from Venlo if they are not on stock," Rurema continues, "With spare parts in stock, the repaired equipment can be sent back to the customers within very a few days, thus leading to a tremendous reduction of the repair lead-time, which is highly appreciated by all customers. In the meantime, all of our certified service centers implemented our Tele-Support program."

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### General / technical data:

#### Requirements

- Windows (2000 or XP) or
- Mac OS X or
- Linux
- Internet connection, broadband preferred
- Skype ([www.skype.com](http://www.skype.com))
- Voice
- speaker
- microphone
- Video
- webcam, min. 640 x 480 pixels
- 1 GHz processor
- 256 MB RAM

[callto:repair.haffmans.nl](http://callto:repair.haffmans.nl)