Corporate Communications
Theresia Paul
E-Mail: theresia.paul@gemue.de

PRESS RELEASE

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Third international Service Hub: GEMÜ expands its global service network

With its new Service Hub in Shanghai, GEMÜ is expanding its international service network. Following India and Brazil, China is the world's third Service Hub for the Kupferzell-based specialist in valves, measurement and control systems. On 1 December 2026, the Service Hub at GEMÜ China's manufacturing site in Shanghai will officially open its doors, enhancing the company's existing international service structures.

GEMÜ is constantly striving to develop its global service portfolio, be that maintenance, repair work or support for scheduled plant shutdowns. The Service Hubs complement the existing structures by offering additional technical services for the particular markets. To achieve this, GEMÜ trains specialists and service technicians to a consistent standard and promotes the international transfer of knowledge within the group.

The latest Service Hub is based within GEMÜ China's manufacturing facility in Shanghai. The Hub will deal with complaints, carry out minor repairs and provide product training, allowing GEMÜ to expand its range of services for customers in the Chinese market. In Brazil, too, GEMÜ has also recently increased its service capacity. In May 2026, GEMÜ further expanded its Service Hub in Curitiba, Brazil, working in tandem with the Brazilian team. As part of this, GEMÜ has, amongst other things, established processes for returns, complaints and service jobs, further developed its service workshop and trained local service specialists.

International network for technical expertise

In addition to the Service Hubs, GEMÜ has an international network of local service specialists (LSS). Since its inception in 2024, the network has grown to comprise 20 specialists across its subsidiaries worldwide. They have the necessary technical expertise to professionally handle service enquiries and to support customers within GEMÜ's service structures: "Basic training and regular refresher courses at GEMÜ's German headquarters in Kupferzell lay the foundations for this. At the same time, we are intentionally adding yet more service expertise to our international service network. Full-time service technicians in Brazil, China, France, the UK, Ireland and Denmark are bolstering our existing structures," explains Tobias Lerch, Team Lead for Field Service at GEMÜ.

However, our service portfolio doesn't only cover repairs. GEMÜ supports customers with servicing and maintenance, repair work and assessments, as well as preventive maintenance. "Our aim is to support our customers throughout the entire life cycle of their products. Through our international service network, we pool the expertise within the GEMÜ Group and create additional services for our customers," explains Robin Häusler, Team Lead for Business Development, Aftermarket and Technical Training at GEMÜ.

Limited partnership: Head office: 74635 Kupferzell, Germany; Stuttgart Court of Registry HRA 590394; Limited partner: Gebr. Müller GmbH; Stuttgart Court of Registry, commercial register HRB 590215
Managing Directors: Gert Müller, Stephan Müller, Matthias Fick, Stephan Gehrig
VAT number: DE 146281082, Tax number: 76050/04341

Preventive maintenance plays a particularly important role in the pharmaceutical industry, for example. For scheduled plant shutdowns, GEMÜ supports its customers in replacing relevant wearing parts and during mandatory maintenance work. Depending on the scale of the maintenance work, service teams of up to 20 people can be deployed. GEMÜ is able to undertake work as a direct service partner or can assist customers in a supervisory capacity. In addition to GEMÜ products, the portfolio can also include the maintenance of other makes, as well as work on valves, actuators, seals and connections. With its third international Service Hub in China, GEMÜ is actively expanding its international service and repair network. Plans for further Service Hubs are already underway.

About GEMÜ

The GEMÜ Group develops and produces valves, measurement and control systems for liquids, vapours and gases. The company is one of the global market leaders in sterile process applications. GEMÜ products are used in many different sectors – from pharmaceuticals, biotechnology and foodstuff production, right up to industrial processes and semiconductor production. The business achieved a turnover of more than 500 million euros worldwide in 2025.

The GEMÜ Group employs more than 2500 people and produces at eight locations worldwide. The company manages global sales through 25 subsidiaries and local partners, giving it a local presence in over 50 countries.

The internationally active group is managed by Gert Müller as CEO and Managing Partner, together with Stephan Müller (CFO), Matthias Fick (COO) and Stephan Gehrig (CSMO) as Managing Directors of the GEMÜ Group.

With customer-focused digital services and technical agility, the GEMÜ Group sets standards in process automation. Whether for media flows, the very highest hygiene standards or unique applications – the customer solutions are tailored to requirements, reliable and ready for use.

You can find further information at gemu-group.com.

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