



CUSTOMER SERVICE MANAGER JOB DESCRIPTION

DALUM BEVERAGE EQUIPMENT APS CUSTOMER SERVICE MANAGER

Jan 2026 | CEO, Kim Christian Dalum

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THE COMPANY

DALUM Beverage Equipment ApS (DALUM) is a young engineering company that manufactures unique CO₂ units for the recovery of fermentation CO₂, so that specialty breweries become self-sufficient in CO₂ and significantly reduce their emissions. In just two years, DALUM has had a significant impact on the craft beer industry on five continents, from California across most of Europe to the farthest reaches of Oceania with 90 units sold to date. The company was founded in December 2018 and is headquartered from Sønderød with 14 employees and 4 freelance employees.

HISTORY

DALUM was founded by Kim Christian Dalum, who has a passion for beer-making. Before DALUM, he held executive positions with various leading engineering companies at the global level, including Sander Hansen, Krones, Alfa Laval and Union Engineering (now Pentair) supplying process equipment to large scale commercial brewing companies from 1996 until 2017. Following the fierce consolidation of the international brewing industry, Kim wanted to work with smaller breweries. He saw that the culture of the brewing industry, which he enjoyed so much, and was part of, vanished a bit at the same time as the small brewers soared and developed a new spirit for brewing. In 2018, Kim decided to establish DALUM with the aim of helping craft brewers save money and become more environmentally sustainable. Based on proprietary technology, Kim the first DALUM CO₂ in 2019/2020, which was installed and tested at Ørbæk Bryggeri and the second unit at Svaneke Bryghus in 2021. After heavy bumps due to the COVID-19 Lock Down sales took off by the end of 2022 and as today 90 Units have been sold in 5 continents and in 5 different sizes positioning DALUM as the global leading manufacturer of Craft Scale CO₂ Units. DALUM USA was founded in December 2022 and is expected to service 1/3 of the world's craft brewers in North America.



VISION

The new brewer's culture matches that of DALUM's innovative mindset, and the company has the vision to use their experience and innovative force to help independent brewers become more sustainable and efficient. Craft beer quadrupled in a decade and is expected to triple in the next decade. DALUM strives to help recover 1/3 of the potential 3 million tons of CO₂ emitted from craft brewing and save 20.000 small brewers €200 million.

MISSION

DALUM's mission is to offer advanced, affordable and sustainable process equipment for craft breweries and other producers of alcoholic beverages. By focusing on resource saving and cost efficiency and by prioritizing customer insight and innovation, DALUM strives to make their customers more sustainable. By developing new products, such as the DALUM CO₂ Recovery Unit, the company contributes to a more efficient and

environmentally friendly use of the planet's resources for the benefit of companies and future generations.

VALUES

- Innovation
- Accomplishment - Get It done
- Partisanship & Collaboration
- Customer Centricity CSR By manufacturing new products, like the DALUM CO2 Recovery Unit, the company contributes to a more efficient and environmentally friendly use of the planet's resources to benefit business and future generations. Through commercial success, DALUM contributes to society with jobs and economy.

STRATEGY

The overall strategy is to target the growing craft beer market (and other growing beverage markets or markets where DALUM technology is wanted with synergies) with a growing number of customers with differentiated, innovative, and outstanding standard process units supporting customer sustainability. The differentiation is in contrary to existing engineering companies, to offer affordable, plug-and play, standardized, simple to use units providing quick sustainable and financial results to customers. To support this strategy DALUM must innovate products and keep overhead down by developing innovative and lean marketing and sales. Moreover, the company must add value for their customers by minimizing vendor site service and maintain reasonable costs for consumables and re-placement parts (industry standard is numerous on-site sales meetings, customization, internal and external project meetings, weeks of site supervised installation of parts and subsystems from different locations followed by site vendor service where expenses for travel, lodging and allowances is considerable and not affordable to craft brewers). The primary target group is craft brewers producing 1.000 - 100.000 hl/y. Here after will other alcoholic beverage manufactures, and carbon capture projects be prioritized. Geographically DALUM has sales in on 5 continents but is strongest in Northern Europe. The large, transparent, and historic attractive craft beer market North America is addressed from DALUM USA since the start of 2023 and

distributors have been appointed in Brazil and Australia/NZ in 2023. Own subsidiaries/hubs will be considered in the near future. DALUM will base manufacturing on selected and specialized sub suppliers producing components and subassemblies in series to keep cost and investments down. Final assembly and test remain crucial due to the companies plug-and-play concept and inhouse assembly and service competence is thus essential. When appropriate and meaningfully, the strategy should allow other applications to be developed and market with intervals of 2-3 years.

PRODUCTS

DALUM manufactures advanced and affordable, resource- and cost-saving process equipment for specialty breweries, craft breweries and other alcoholic beverage producers to become more sustainable. Due to the small scale of craft brewing, advanced technologies for improving efficiencies of raw materials, energy, water, and minimizing waste streams and environmental impact which are used by large brewers, have previously not been marketed nor affordable to craft sized operations. As a result, craft brewer's production costs/hL exceed those of a large brewer and energy, water and raw material usage were higher and CO2 losses much higher. DALUM offers to take up the challenge to develop affordable small-scale process units to address the above, supporting craft beer to keep spreading volume and variety will being even more sustainable and feasible to make.

RATIOS

1.000 DKK	2023	2022	2021	2020
Revenue	19.639	8.782	84	686
Growth Rate	124%	10.354%	-87%	-
Gross Margin	8.008	2.353	-185	328
Income before Tax	4.467	560	-213	-68

ORGANIZATION

Dalum organizational structure is illustrated below.



For further information about Dalum please visit www.dalumequipment.com.

THE POSITION - CUSTOMER SERVICE MANAGER

DALUM is looking for a Customer Service Manager, who based on a background as Mechanical Engineer or Automation Engineer, can contribute to their journey of supplying unique CO2 units to craft breweries.

The position refers to the CEO and is located in Sønderø.

ORGANIZATION

The Customer Service Manager will lead and develop the Customer Service Unit, which in time must include spare parts, commissioning, online customer service and troubleshooting, plus dashboard service with reports services. The organization and growth will heavily depend on the new Customer Service Manager.

RESPONSIBILITIES AND DUTIES

The Customer Service Manager will be developing the new Customer Service Unit in a very fast-growing and innovative company setting new service standards using cloud-based monitoring and troubleshooting tools combined with personal online and on-site support. The Customer Service Manager will be playing a key role in a young ambitious and fast-growing international engineering company helping craft brewers reduce CO2 emissions by recovering their own CO2 with new proprietary cutting-edge technology. The role includes traveling to and supporting the most iconic, interesting and entrepreneurial craft brewers around the world, developing excellent service concepts and service experiences on-site and online for craft brewers. The work is accomplished together with very ambitious, experienced and inspiring colleagues and founders. The responsibilities and duties of the position will be very varied and include both development and operation on a practical level as well as on a strategic level - including:

- Monitoring, troubleshooting and problem solving of existing installations online and on-site
- Development and pricing of online and on-site service products and spare parts

- Implementation and creation of tools to support and train breweries online to achieve maximum benefit from their DALUM CO2 unit
- Occasional start-up and servicing of new CO2 units at customer sites
- Participation in the configuration of PLC systems, cloud-based support, dashboards and routers
- Preparation of standard documentation and manuals
- Managing the production of training, service, installation and sales videos
- PLC programming of new functions
- Participation in product development and testing of new products

Depending on the activity, there will be approximately 50 European travel days annually.

SUCCESS CRITERIA

Dalum has a very committed team and places great emphasis on collaboration, innovation and getting the job done. Thus, it is essential that the new Customer Service Manager is open, creative and intelligent as well as very result oriented. To succeed in the position, it is important that the Customer Service Manager is aware of responsibilities and manages to make the necessary decisions to solve challenges with a sense of efficiency and quality.

DALUM OFFERS

- A very high degree of freedom to develop an outstanding service function and experience the rush of personal success in a pioneering company with the possibility to contribute to setting new industrial standards
- Very varying and innovative job tasks with very few organizational constraints
- Opportunity to travel and meet and work with the most iconic craft brewers world-wide in a very entrepreneurial and inspiring environment

- The possibility to contribute as an individual to a committed team, placing great emphasis on Collaboration, Innovation and Getting the Job Done
- Competitive salary for the right candidate

For further information about the position please see the profile of "the ideal candidate" on the following pages.

THE IDEAL CANDIDATE

KEY COMPETENCIES

- Knowledge of thermodynamic and basic chemistry
- Experience with automation, VFD, routers and PLC programming, preferable Unitronics
- Web page competences
- Experience with Design of Cloud based systems
- High capacity - very result oriented
- Customer oriented
- Commercial mindset
- Interest and/or experience in management is considered an advantage

DALUM is looking for a passionate candidate, who has the courage to take responsibility and has the drive required to go through a steep learning curve.

The candidate must have Danish work permit.

Educational background

A higher engineering degree (e.g. in mechanics, electronics or shipping) or similar. Further commercial education, i.e. HD in marketing, is considered an advantage, but is not a requirement.

Language

Danish & English. Any other language is a plus (German, French, Spanish or Portuguese).

Practical experience

- Solid knowledge of PLC programming
- Knowledge of process plants
- Experience with working on a web-based platform will be an advantage
- Practical and able to use tools
- Solid stakeholder management skills

Personal qualifications:

- Great interpersonal skills – able to interact with many different people (personality type and culture)
- Customer oriented
- Business understanding
- Process insight
- Good overview
- Sharp analytical sense
- Possesses the necessary drive and energy to succeed in the role
- Prepared for a steep learning curve

DALUM Beverage Equipment Aps., Sømarksvej 53, 5471 Søndersø, Denmark

If interested in this role, please send resume, cover letter, references, transcripts and other documents which may be relevant to:

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