

# Service - Support

# SERVICE OCH SUPPORT



**We have a well-adapted organisation, which permits us to offer many different services that can be combined to suit your particular needs.**

The service staff have wide experience of drive equipment, everything from simple drives to complete machinery rebuilding. Hence they aren't locked in to individual products, but are able to see alternative solutions if problems arise.

When wider competence is needed, we have product managers who are in direct contact with the development departments in Great Britain and the USA.

This means that we have a technological depth and breadth that is very hard to beat.

## Commissioning

This service mainly covers units from our SSD Drives product range. We are also qualified to commission supplementary equipment, such as PLC, Scada systems, temperature control equipment etc.

## Preventive maintenance

To minimise the risk of disturbance to production, it is as a rule always better to carry out preventive maintenance in controlled conditions. This may mean anything from visual inspection and retightening of contactors to advanced drive system measurements using vector analysis and an oscilloscope.

## Emergency servicing

We are well aware of the need for a rapid response when emergencies, from a production viewpoint, arise to interfere with production. Our flexible organisation, without "watertight bulkheads" between the technical departments, allows us to meet these needs at short notice and with the necessary skills.

## Production optimisation

When the ceiling for quality or quantity must be raised, it's a good idea to consult our technical staff and carry out a preliminary study of the machinery involved. Based on such an analysis, we can identify and evaluate possible shortcomings and propose appropriate improvements. A report will be written, and we can follow this up with a quotation if required.

## Repair

If a product should fail, we have a repair department that will make a quick appraisal of the extent of the problem. Certain repairs can be carried out "on the spot" if this is requested. We also have a well arranged spare parts stock so that, in most cases, we can replace the defective unit before your returned unit has reached us.

We offer fixed price repairs, depending on the age of the unit and its power rating.

## Service agreement

A client-based service agreement can be drawn up, where the content is based on your particular requirements. Annual maintenance, with a written report, quick delivery of spare parts, etc. can be included.