

Emotron service offering

We can offer the following Services in addition to our product portfolio:

- **Extended warranty**

All Emotron drives are made to last. However, due to operations and ageing the costs for repairs and spare parts are going to increase in time, until the product needs replacement at end of life.

Emotron can offer an extended warranty period of up to 3 or 5 years on purchased products.

- **Training:**

Managing your drives and applications is becoming more demanding and requires up-to-date skills of your engineers. Emotron offers a variety of training programs that will bring your team exactly the knowledge it needs. Emotron organizes company-specific training on request for 1 to 10 person on your facility or in our training center.

- **Maintenance / response contract**

All Emotron drives are made to last. But to get the most out of your drive and keep it at optimum functionality we strongly recommend our maintenance products.

Emotron can offer service and preventative maintenance agreements to the customer's needs and wishes.

When you sign a service agreement with Emotron, you get a secure partner to help you plan your maintenance and secure availability and performance in your facility. Well-functioning maintenance work also reduces the risk of unplanned downtime, which makes it possible to optimize and predict maintenance costs.

- **Commissioning / Field Service**

Putting Emotron drives into operation is generally not very complex and follows easy procedures and parameter settings. This is supported by quick guides and user manuals. These are supplied with our products, but are also downloadable from our internet site.

However, your engineers may not have the daily experience with our products and need additional support from Emotron.

Emotron offers you the opportunity to assist you in commissioning all Emotron products. Your installation will be commissioned expertly and quickly.

- **24/7 support / telephone support**

High availability is a keyword when supporting you in your daily work. Our skilled engineers are here to answer your questions by phone or e-mail. They will analyze the situation quickly and propose solutions to most common and complex problems.

For highly critical processes we can offer 24/7 services. Alternatively we can offer a response contract to ensure on-site intervention by our engineers.

Emotron offers telephone support weekdays 08.00-16.30. During other hours, a response service is offered with the opportunity to send a message to our service technicians.

- **Repairs**

We offer qualified and quick workshop and field repair services.

For equipment found to be impossible or not economic to repair, we can in most cases offer replacement products.

A repair return form is available on our website

- We offer:
- Repairs in our workshop:
 - **Non warranty:** guaranteed < 5 days in-out against spec. invoice.
 - **Under warranty:** guaranteed < 5 days in-out.
 - **Express** <2 days in-out – express mark-up: 150€
 - **Express**, 24 hours in-out – express mark-up: 200€
 - Service engineer on site.

- **Remote Access**

For Variable Speed Drives and Soft Starters we offer our (service) partners, distributors as well as end-customers remote support and “first aid” service. We offer remote access to these products via a reliable and safe communication channel, without the need to be connected to the customer’s local Ethernet or other network(s) on site.

- **Rental**

In case of urgent requirements, replacement or for temporary projects, our service department has a “standby stock” available of drives for rental purposes. We can offer such, mostly used drives, against a reasonable rate. Most standard frames sizes are available for such purposes, but feel free to request our support in case a non-standard application would require a temporary solution.

- **Total cost of ownership**

There is a clear trend that users of our products would like to outsource the complete maintenance of their installation for the entire lifespan. Thus having a clear cost planning and ensure optimal availability.

We can offer dedicated contracts, that can include:

- Contract periods of: 5, 10, 15 years or even longer.
 - Guaranteed response times: 4, 8, 12, 24 hours, 2, 4 days, etc.
 - Helpdesk 24/7
 - Site intervention 24/7
 - Uptime guarantees
- etc. etc. Feel free to request a dedicated solution to fit your requirements.

- **Test Facilities**

We have test facilities available in several of our service shops. These are available for you to do specific application or motor testing. On request our service and/or application engineers can be available to support you.

A typical test project always includes at least 1 day for setting up and preparation; a minimum of 1 full day for testing and 1 day for building down and reporting.

We can prepare a suitable proposal to accommodate your requirements.

For more info:

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