

E/S SERVICES



Electromate

Precision Technology & Quality

4300 Steeles Ave. West, Unit #39, Woodbridge, Ontario L4L 4C2

Toll Free Phone (877) SERVO98 Toll Free Fax (877) SERVO99

sales@electromate.com www.electromate.com

LOCAL SUPPORT SERVICES

ELECTROMATE provides comprehensive Local Support Services for all the products it supplies. Some services relate to maintenance, repair and trouble-shooting. Others are designed for customers who need assistance in applying ELECTROMATE products. This bulletin provides information to help you select the type of service you need and explains ELECTROMATE'S service procedures.

TROUBLESHOOTING ASSISTANCE

ELECTROMATE's Service Engineers are available to provide telephone-troubleshooting assistance to help in locating problems in existing or new installations. They can also answer specific questions about applying and programming ELECTROMATE products. For this service, call ELECTROMATE's Service Department or E-mail your question to techsupport@electromate.com .

ENGINEERED SYSTEMS

Fully Engineered Systems are available from ELECTROMATE's Systems Department. Engineered systems from ELECTROMATE provide you with guaranteed performance from the operator inputs to the motor shaft output. Depending on your needs, ELECTROMATE engineers will take responsibility for the electrical design, fabrication, wiring, programming, system start-up and commissioning. ELECTROMATE will also provide continuing service and support for the system.

TRAINING

ELECTROMATE offers training courses covering programming, installation and maintenance of it's Motion Control products. We offer in-house training courses which include extensive hands-on lab sessions, available for novice or advanced level students. Customized and local on-site classes are available by special arrangement. For information about ELECTROMATE training contact our Sales Department.

ELECTROMATE USER WEB SITE

ELECTROMATE maintains a user web site (www.electromate.com) and ftp site <http://www.electromate.com/ftp/public/> from which registered users may view or download manuals, product information, tech notes, and software upgrades.

HOURS OF OPERATION

The Support Services described in this bulletin are available from 8:30am to 5:00pm (Eastern Time) on all normal business days.

SHIPPING CHARGES

All items shipped to ELECTROMATE for repair should be freight prepaid. ELECTROMATE *does not accept freight collect or COD shipments*. We prepay the freight charges on all warranty return shipments. Freight charges prepaid by ELECTROMATE for non-warranty shipments will be added to your invoice, unless you wish to specify a collect shipment from a particular carrier of your choice. Please provide us your freight collect account number in this case.

SUPPLEMENTARY SUPPORT SERVICES

At Electromate, we pride ourselves on our quality engineering and after sale support. We are pleased to offer our clients three after sales service options to suit your needs (**Standard Service**, **Value-Added Service**, and **Platinum Service**).

STANDARD SERVICE

Included with every order are the following FREE services:

- System sizing/selection assistance
- Toll free phone support by trained automation specialists
- Interconnection wiring diagrams
- Emergency stock (subject to availability)
- Use of local testing lab for troubleshooting
- Factory warranty returns (ground transit) prepaid
- After hours shipping
- Real-time order tracking
- Controller firmware upgrades (where applicable)

VALUE-ADDED SERVICE

FIELD SERVICE

ELECTROMATE's staff of Field Service Engineers are available to visit your plant to assist in diagnosing and correcting problems with your ELECTROMATE equipment. Field Service is appropriate for installations that have been in service, working satisfactorily for some time and now no longer operate properly. Field Service Engineers are qualified to troubleshoot and repair ELECTROMATE products, diagnose installation

problems and re-tune servo or stepper systems. They are also able to answer general questions on troubleshooting and programming ELECTROMATE products.

If the equipment is a new installation, or has never worked to your satisfaction, Start-Up Assistance service should be requested. If you require help designing, developing or debugging your application program, you should request On-Site Consulting Services.

START-UP ASSISTANCE

Start-Up Assistance is geared towards verifying your electrical design and checking that the equipment is properly installed and wired. ***Start-Up Assistance is provided subject to the availability of ELECTROMATE engineering personnel, a minimum of two weeks notice is generally required.*** ELECTROMATE's Systems Engineers will review the installation and wiring of ELECTROMATE products and supervise the start-up process. They will tune the servo/stepper system and verify they are properly applied in addition to answering general questions on programming ELECTROMATE products.

ON-SITE CONSULTING

On-Site Consulting engineering allows customers to draw on ELECTROMATE's application experience for guidance in system or program design, or for help in solving application related problems. ***On-Site Consulting is provided subject to availability of ELECTROMATE engineering personnel, a minimum of two weeks notice is generally required.*** Our consultants are experts in the application of ELECTROMATE products in industrial environments. Expertise in the process or machinery on which the consultant works must be provided by the customer. For this reason, we require the customer to have an appropriately qualified engineer to work full-time alongside ELECTROMATE personnel. If the consultant is to assist designing, writing or debugging a customer's program, we require that the engineer responsible for the program be present at all times.

ELECTROMATE cannot guarantee any particular outcome from its consulting services, nor can it accept liability for any consequences resulting from providing consulting services. The safety, reliability and future support of the installation remains the sole responsibility of the customer.

On-Site Rate

Field Service/Start-Up Assistance/On-Site Consulting –

- \$125 Can/hr, minimum 3hr billing, maximum 8 hrs/day

Electromate Location Rate

Where service work is performed at ELECTROMATE –

- \$95 Can/hr, minimum 1 hr, maximum 8 hrs/day
- All hourly charges billed in one-hour increments with the exception of travel time which is billed in ½ hour increments.
- Travel time is billed at 50% of the on-site rate. Travel is time spent travelling between ELECTROMATE's home office (or the engineer's home) and your facility (or a nearby hotel) as applicable. Daily travel between a hotel and your facility is not billed unless it exceeds 30 minutes (one-way). The max. billing for travel time is 8 hrs per travel day.
- On-Site Time is the actual time the ELECTROMATE engineer spends on-site providing the requested services.

- Overtime is charged at 150% of the On-Site Rate for on-site hours provided outside of a “normal” 8:00am to 5:00pm workday (local time) or on Saturdays.
- Premium Time is charged at 200% of the On-Site Rate for on-site hours provided on Sundays or Holidays.
- Stand-By or Waiting Time is time during which the ELECTROMATE engineer is allowed to leave the customer’s site but is asked to remain available in the locality to be called in when needed. Such time will be billed at 50% of the On-Site Rate with any applicable overtime or premium time surcharges. Stand-By ends when the engineer is told he will no longer be called in or is released from the service contract outright.
- Extraordinary expenses such as airtravel and/or accommodations are billed at cost.
- Value-added services and related expenses are billed weekly with payment due net 10 days from the date of invoice.
- Not Offered: Support for third party products not sold by EIS.

PLATINUM Service

The platinum package is an extended service contract, which is purchased on a yearly basis. The package provides extended support services beyond factory warranties and our Standard Service Package. This premium package includes everything in the **STANDARD SERVICE** package **PLUS**:

- Extension of factory warranty period to 2 yrs (parts & labor included)
- Expedited (airshipped) warranty returns to/from supplier prepaid at our expense
- Unlimited Toll Free phone support and lab testing time
- No charge additional documentation (EIS-written textbooks and factory user manuals)
- 30% discount on all billable hourly rates

Each yearly contract is based on 20% of the total system/product cost (excluding shipping, taxes).

FINE PRINT:

As distributors, our responsibility is to ensure: 1) product(s) sold by us are in good working order and that factory warranties are honored and; 2) products sold by EIS within a system are compatible with each other. We do not take on system responsibility. System design and the proper operation of items not supplied by EIS are the sole responsibility of the customer. Standard EIS Terms & Conditions govern all sales and service packages.

Within each service package, we are not responsible for: 1) failures arising from misapplication and misuse; 2) application-level problems beyond our influence including (but not limited to) noise problems-EMI, RFI, ground loops, AC line problems-poor mechanical compliance, improper wiring & assembly, unforeseen environmental problems, and incorrect set-up. We reserve the right to terminate or change any agreement, with 30-day notice.

Note: EIS can not guarantee any particular outcome from its consulting services nor can it accept liability for any consequence resulting from providing consulting services. The safety and reliability of the installation remains the sole responsibility of the customer.

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Electromate Industrial Sales is Canada's largest distributor of performance servo/stepper systems, positioning systems and power transmission products for the industrial marketplace. We began operations in 1986 and are incorporated under Canadian federal charter. With over 2650 satisfied customers and a worldwide installation base of >\$100M, Electromate is a market leader in providing successful solutions for the automation industry. We pride ourselves on providing our customers with *Precision Technology & Quality*, backed by over 100 years combined experience in technical engineering support from our responsive customer service team.

Customers consider us a premier source for high performance Motion Control components & systems, specialising in AC and DC Servo and Stepper motor, drive & control technology, which we support via extensive product selection, just-in-time & consignment inventory, dedicated customer service and technical engineering support. A copy of our product linecard can be viewed on our website at www.electromate.com.

Let us make your next automation vendor choice your last!

ELECTROMATE BENEFITS

Single Source for all your Motion Control needs- We carry the industry's most comprehensive selection of Motion Controllers, PC Control Cards, Servo/Stepper Components, Positioning Systems, Bearings and Sensors.

Stocking Distributor- We provide off-the-shelf solutions for a complete selection of Servo and Stepper Components and Systems in NEMA 23, 34, 42 & 56 frame sizes.

Qualified Motion Control Specialists- We provide comprehensive system design and timely after-sales technical support.

Value-Added Services- We offer parts sub-assembly, local repair facilities, aftermarket machining, turnkey onsite installation, software development, and product training seminars.

Publications- We offer proprietary Programming Manuals, Teaching Textbooks and interconnection wiring schematics.

Extended Customer Service- We provide on-line shipment tracking, multiple currency billing, Visa/Mastercard or wire transfer payments accepted, after hours customs clearance, plus extended warranty programs.

Global Reach- Our products are installed in North & South America, Europe, Asia and Australia. We ship anywhere in the world meeting national regulatory standards such as UL/ULC, CE, CSA, RoHS, TUV and VDE.