



ISO9001:2008

## PRODUCT SUPPORT SERVICES

### CUSTOMER SERVICES - On-Line Systems

IRD Mechanalysis Ltd's product commissioning services are a continuation of the Customer Order Process. It illustrates our commitment to ensuring a customer's investment matches expectations as early as possible so that real value is delivered.

We apply the concept of:

*Getting you started*

*Keeping you going*

*Taking you further*

This process applies to both new and experienced users; it is outlined below:

#### *Getting you started* – (system supply & commissioning)

1. IRD Mechanalysis (IRD) sends material to site
2. Customer advises IRD of the planned commissioning date
3. A Consulting Engineer visits site to check the materials are complete and in good condition
4. A site survey is undertaken where an on-line system is to be installed.
5. All machines requiring monitoring will be checked to ensure optimum sensor measurement points and that the mounting surfaces are suitably prepared. Alternatively brackets can be designed and provided by us
6. Advice is given on cable runs to ensure minimal electrical interference from power cables etc
7. When the site is ready the CS Eng returns to commence commissioning the system working with local C&I Engineers.
8. The Monitor system will be installed in the rack and powered up
9. All signal sensor loop checks will be verified.
10. Each sensor will be tested with a System Tester injecting a vibration signal that is compared with the panel instrument signal level.
11. Start-up attenuation, Alarm and Trip relay settings will be established according to machinery and Plant needs.
12. Operator and Maintenance Training will be given
13. System handover and Commissioning Report issued.

#### *Keeping you going* – (service support, training & updates)

1. IRD services extend beyond the initial handover to continuous support
2. As the installation approaches end of warranty IRD will undertake an expenses only charged system audit
3. To comply with ISO 9000 annual calibration of the system is required
4. IRD engineers are available to undertake regular on-site system calibration

#### *Taking you further* - (extending the product capability)

5. IRD is able to extend the capacity of the system supplied.
6. IRD has system upgrades to match the user's developing needs
7. Technology improvements can reduce data transmission costs and system maintenance; contact your nearest IRD representative for details and greater user value or visit [www.irdmechanalysis.com](http://www.irdmechanalysis.com) .