

National Service Centre

Keeping you going is an IRD Mechanalysis commitment. Product support is an essential aspect of any progressive business. IRD Mechanalysis Limited (IRD) is no exception; the company has been supporting former IRD, then Entek well as IRD's products for the past 25 years. Indeed the acceptance and usage of these products by Indian industry is directly attributed to the dedicated support IRD has provided.



The very nature of industrial electronic instruments, both portable and permanent, demands regular calibration. From time to time it becomes necessary to repair of damaged items such as cables, sensors, power supplies and occasionally electronic circuitry etc. IRD Mechanalysis is equipped for such eventualities

When equipment is in need of repair, a reliable repair centre that is responsive, convenient, and cost effective is required. IRD Mechanalysis Ltd offers in-house as well as site calibration (traceable to National Standards) and repair services. This also covers our partner's product range; IRD also supports many obsolete products where components are still available or have been indigenised.

As the original equipment manufacturer (OEM), we are the most knowledgeable and the qualified to service our products. Supported by more than 50 combined years of technical service experience, our repair technicians provide the highest quality service for your IRD products. At our **National Service Centre** in Mumbai we stock a comprehensive supply of spare parts to ensure a quick turnaround.

BENEFITS and FEATURES

For IRD Mechanalysis Ltd's customers, the **National Service Centre** offers the following:

- Fast in-house turnaround options
- Expert factory technical assistance
- Industry competitive repair charges
- In-house full frequency calibration of vibration sensors (traceable to National Standards)
- Regular cleaning and calibration to extend product life and reliability
- Instrument hire during repair period to minimize programme interruption
- 1 Year warranty on Product Exchange Programme
- Fixed Price Repair – Whole Product 3 months warranty
- 90-day parts warranty on all repair and calibration services

PRODUCTS SUPPORTED

The **National Service Centre** has the capability to support the following products:

- Data Collectors: IRD817, IRD818, IRD890, IRD Fast Track®, dataPAC®1000, dP1250, dP1500; Enpac® series. Commtest range of vibration analysers and instruments and Holroyd acoustic emission products.
- Portable Instruments: 306, IRD306, IRD306D 308, 350, 355, 360, 810, 811, IRD811, IRD811D, 820, 838, 870, 880, 885



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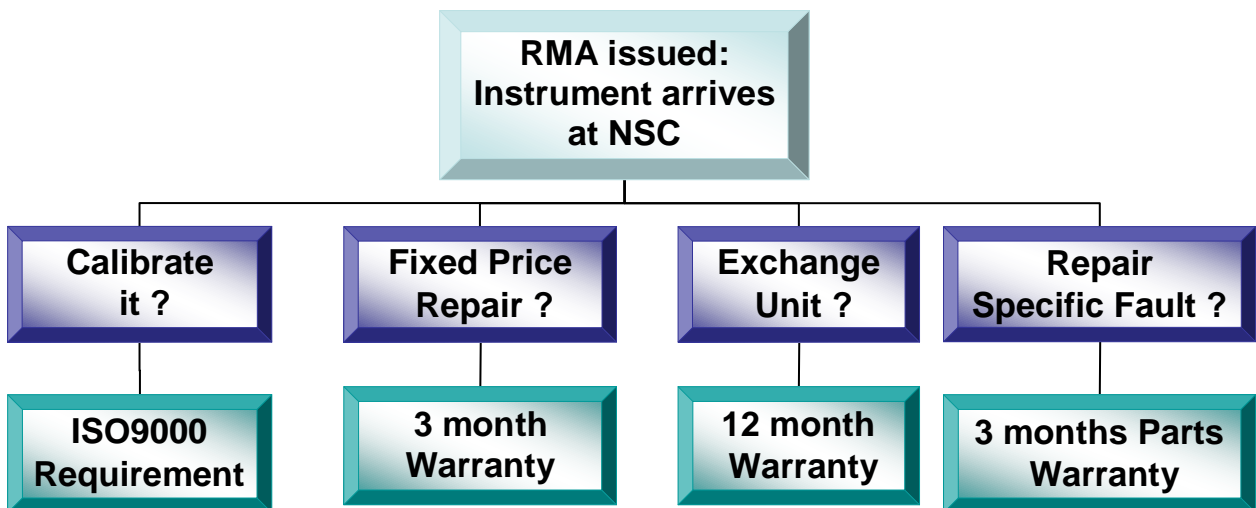
- Protection Monitors: 5802, 5806, 5815, 5915, 5800 Cards, 6100, 6600 Series, IRD8700 and Sensonic’s Sentry Series.
- Machinery Diagnostic Systems: Beran 766, 767, 768
- Machinery Data Transmitters: IRD7100 Series, VTRs
- Balancing Systems: 245, 246, IRDB50 and IRDB150

™ dataPAC, Enpac, and Fast Track are trademarks or registered trademarks of Rockwell Automation (formerly Entek IRD International Corporation)

Turnaround time and repair capabilities are dependent upon condition of equipment and spare parts availability at the time of the product assessment.

HOW THE NATIONAL SERVICE CENTRE OPTIMISES CLIENTS INVESTMENTS

- Annual Maintenance and Calibration ensures years of trouble free operation to maximize the investment in your condition monitoring equipment.
- A complete in-house supply of spare parts assures quick turnaround for product repairs.
- IRD Mechanalysis Ltd ISO 9002 certification guarantees quality repairs and service.
- Our highly qualified Repair Centre technicians, supported by more than 50 combined years of technical service experience, give you the best available service and results.
- As the only authorized service centre for IRD Mechanalysis Ltd Products, our **National Service Centre** provide the most knowledgeable, experienced and committed support for all of our products.
- We offer an IRD Product Exchange Programme, Fixed Price Repair or Standard Repair and Calibration Only Services: the applicable warranty benefits are given below:





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HOW TO GET SERVICE ?

1. Before despatching any instrument, cable, sensor etc it must be given an RMA number issued by the **NSC**
2. For a Return Material Authorization number (RMA) this can be downloaded from our web site: www.irdmechanalysis.com
3. To discuss any instrument servicing issues please call Tel: +91(0)22-2852-0178 or one of our Regional Offices
4. Alternatively Email us at : service@irdmech.com
5. Complete the RMA and fax back to IRD Mechanalysis at Fax: +91(0)22-2832-1814
6. When the RMA has been issued, the Client sends the instrument with all accessories together with the Purchase Order
7. Upon receipt, IRD will evaluate the instrument and make a recommendation to the Client (if no instructions on type of service have been received earlier)
8. When the repair has been completed and payment has been received, the instrument will be returned to the Client
9. Warranties will apply depending on the Repair Category option

LOCATION

National Service Centre

1/5, Marol Co-op. Industrial Estate Ltd,
Off. Mathuradas Vasanji Rd,
Marol
Andheri (East)
Mumbai
400 059
INDIA

Tel: +91(0)22-2852-0178
Tel: +91(0)22-2859-6214 / 6573
Fax: +91(0)22-2832-1814
[Email: service@irdmech.com](mailto:service@irdmech.com)
[Email: sales@irdmech.com](mailto:sales@irdmech.com)

Head Office (Registered)

47 – 48 Jolly Maker Chambers II
Nariman Point
Mumbai
400 021
INDIA

Tel: + 91(0)22-2202-7430
Fax: +91(0)22-2285-0480
[Email: ceopa@irdmech.com](mailto:ceopa@irdmech.com)
www.irdmechanalysis.com