



Customer Service



The Schenck Standard...

When you purchase a Schenck machine, you depend on the quality and performance that has been the Schenck standard for over 100 years. And, in order to uphold our commitment to you, we must support your investment with the best possible service for quality assurance and accurate, dependable operation.



When it comes to service, repair and calibration of your balancing machine, only Schenck certified and authorized service personnel can ensure the reliable operation of your equipment, the warranty of replacement parts, and the validity of your balancing procedures.

This information is an overview of the customer services that are available to you as a valued Schenck customer. If you have any questions, or need additional information, please contact us by email at service@schenck-usa.com, or by phone at 1-800-873-2357.



Customer Service

- Installation and Commissioning
- Repairs
- Maintenance and Inspection
- Spare Parts
- Regional Service Centers
- Warranty Extensions & Service Contracts
- In-house Balancing Services
- Field Balancing
- Vibration Analysis Services

Service Hot Line

- Parts
- Field Service
- Balancing Service
- Technical Support
- Help Desk

Upgrades & Retrofits

- Machine components
- Instrumentation upgrades

Certifications

- Machine calibration and certification
- Certification of test rotors and weights
- Certification of vibration analyzers
- Certification of transducers

Overview...

- **Expert installation and commissioning** — Specialized personnel minimize your costs and optimize the performance of your equipment.
- **Repairs** — Our experts ensure prompt fault diagnosis of equipment, proven and efficient repair service, and they will advise you how to avoid recurrent problems.
- **Maintenance and Inspection** — Maintenance contracts to provide a long-term guarantee that your balancing machine will remain accurate and efficient.
- **Spare Parts** — Overnight shipments decrease the downtime of your balancing machine. Long-term availability of spare parts increases the useful life of your balancing machine.
- **Regional Service Centers** — Throughout North and South America provide fast, convenient service reducing the cost associated with an on-site visit.

Regional Service Centers are located in:

- | | |
|---------------------|------------------|
| Deer Park, NY | Auburn Hills, MI |
| Santa Ana, CA | Fort Worth, TX |
| Mexico City, Mexico | Chicago, IL |

Warranty Extensions / Full Service Contracts

- Four levels of balancing machine protection are available, including maintenance contracts for 24-hour service availability.

Service Hot Line — Call 1-800-TREBEL-7 (1-800-873-2357) for instant access to parts, field service,

- in-house balancing service or our technical support/help desk.

Help Desk — Our help desk provides our customers with immediate answers to application-related questions. It is designed to address the technical issues about the products we have to offer.

The Help Desk can be reached via email at helpdesk@schenck-usa.com.



www.schenck-usa.com

The **DÜRR** Group

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Customer Service

Resources...

Our facilities in Deer Park, NY, and our staff throughout North and South America, include the industry experts, engineers and consultants who are able to handle the most challenging applications. Our close relationship with the balancing committees of the ISO, ANSI and SAE insure the latest practices and procedures are applied on all applications.



■ **In-House Balancing Service** — Schenck specializes in solving difficult balancing problems, including:

- Research, experimental work and balancing of prototypes
- Fixture design and intricate setups to balance virtually any kind of rotating component
- Emergency balancing and short production runs
- Field balancing & vibration analysis services

Our in-house balancing service uses the latest Schenck technology to provide reliable, cost-effective operation for rotors weighing 0.1 gram up to 10,000 lbs. We also offer complete on-site services with state-of-the-art portable equipment for field balancing and vibration analysis.

- All balancing in accordance with ISO, API and MIL specifications
- Full documentation for rotors to comply with ISO 9000 Quality Standards
- Engineering support for tool design and fixtures
- 10 & 20 ton overhead cranes
- Fully equipped inspection/QC department
- Precision scales & measuring equipment calibrated to NIST standards

■ **Upgrades & Retrofits** — A routine service call is the best time to upgrade mechanical/electrical components, install software upgrades and upgrade instrumentation. Our service technicians can help bring your existing machine up to the latest standard quickly and efficiently.

■ **Certifications** — International efforts in global standardization and quality assurance have lead to the request for frequent inspection of measuring equipment by competent test organizations that are independent from manufacturing. STC recognizes this need and can offer the following:

- Verify your low speed balancing machine(s) in compliance with the performance requirements described in International Standard (ISO) 2953 and SAE ARP 4048, 4050 and 5323.
- Verify your high speed balancing and over-speed test installation according to Schenck test standards.
- Calibration certificates with documentation traceable to NIST.
- Complete certification of your proving rotors and test masses.
- ISO and SAE test rotor rentals and sales with documentation traceable to NIST.
- Calibration of vibration analyzers and transducers with documentation traceable to NIST that satisfy the requirements of MIL-STD-45662A.

■ **Calibration Service** — Schenck Trebel provides periodic calibration services based on your application requirements and usage. As an owner of Schenck equipment, you are also entitled to automatic scheduling of calibration services to avoid missed calibration deadlines and avoid unplanned downtime on your equipment. STC will track your equipment schedule for you, contact you when your machine is nearing its calibration due date, and make arrangements to re-certify your machine. Contact our service department for more details.

 **SCHENCK**

Balancing and Diagnostic Systems

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