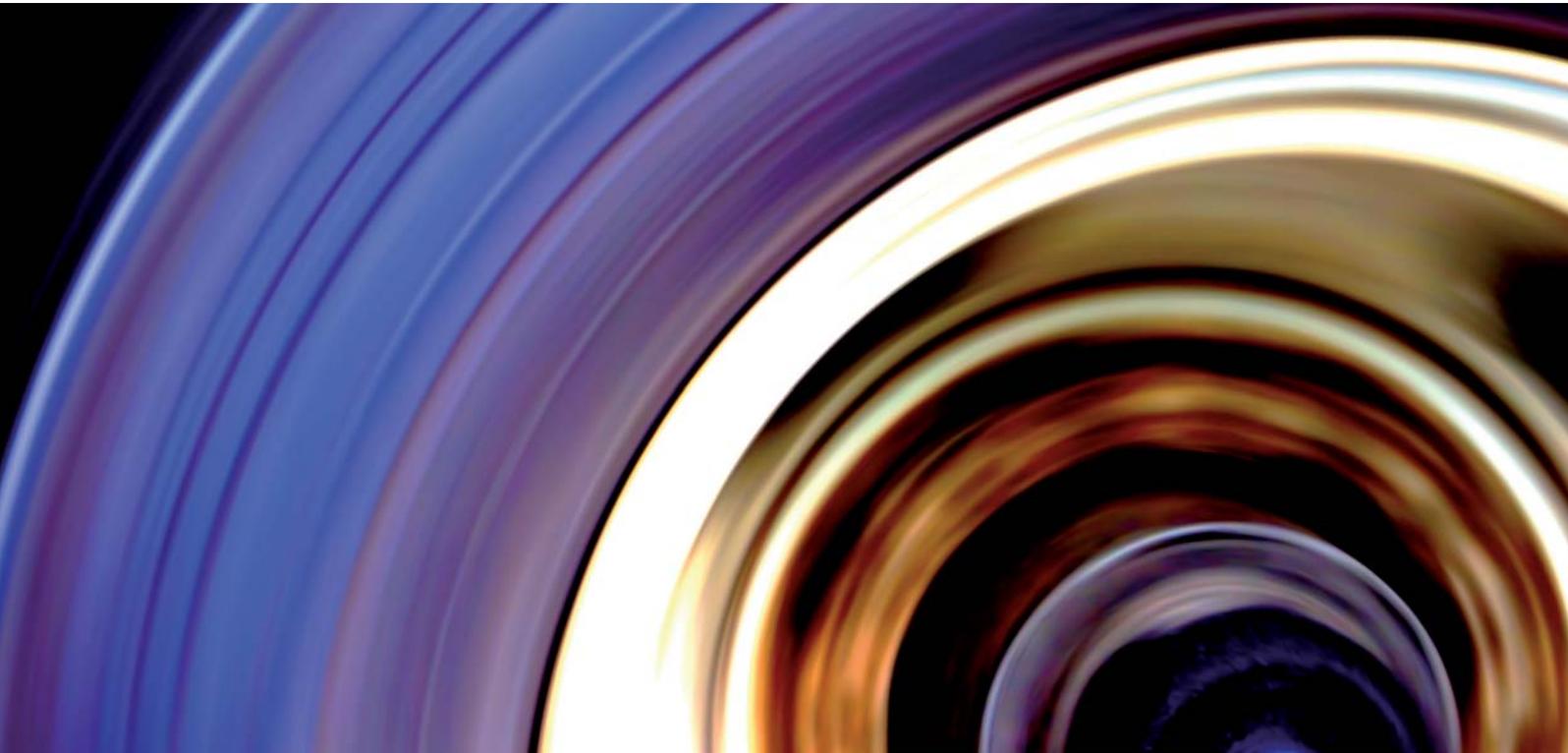




Brüel & Kjær Vibro



Machine Condition Monitoring Service

We Deliver Value – and Uptime!

Service Adds Value by Filling the Gaps



Our monitoring solution is well-known for maximizing uptime and minimizing the life-cycle costs of machines. The monitoring system is basically the same from one customer to the next, so maximum benefits are achieved by balancing the customer's expertise with service. By filling the gaps where expertise is missing, we add extra value to the customer's investment. System innovation greatly simplifies the workload of the increasingly scarce monitoring specialists, but it cannot replace them. Our service engineers can fill this void. Each is trained to tackle all service issues, be it diagnostics, commissioning, hardware/software installations, system upgrades, training or IT integration. All of this through a single point of contact.

Based on over 60 years of monitoring experience, our renowned monitoring solution has a track record of increasing monitoring reliability, reducing system downtime and saving maintenance costs for many industries around the world. You too can get the most out of your system with our wide range of services!

Brüel & Kjær Vibro Service & After Sales stands for "Adding Value"



Our Service Manager Stefan Burggraaf explains how we add value to your plant:

“ Our dedication goes beyond the standard expectations and it is this that gives you the competitive edge. As a professional team, we will deliver a solution that balances world-class service with state-of-the-art product technology, based on knowledge, top-level training, and worldwide expertise feedback. We share this experience with our customers in our services. Our highly qualified service technicians work with enthusiasm and effectiveness, helping you to achieve and surpass your business objectives. ”

Customized Project Delivery Solutions



Project delivery enables our customers to seamlessly implement and integrate a monitoring system into their plant, with the aim of optimizing the system to deliver maximum machine uptime, efficiency and reliability. Crucial to the success of this implementation is an experienced, well-functioning project delivery group. Some of the project work is customized to the end-user's requirements, such as integrating data into the customer's systems. All of this ensures that customers get maximum benefit out of the system, early start-up time and minimal interference with their processes.

Project management is one of the most important project delivery services offered. It streamlines the project execution and relieves the customer of stressful and potentially expensive coordination and management tasks. All of this is done through a single point of contact. During all phases of the project a large volume of information, ranging from complex technical issues to handling logistics tasks, has to be exchanged in a precise and timely manner between several "stakeholders" in the project. We have successfully managed a number of large projects around the world using this formula.

★ Highlights

Project management:

- Single point of contact
- Cabinet building
- FAT (Factory Acceptance Test)
- Documentation, drawings
- Shipment, installation, wiring
- Review
- SAT (Site Acceptance Test)

Long-Term Service Agreements



★ Highlights

Long-Term Service Agreement:

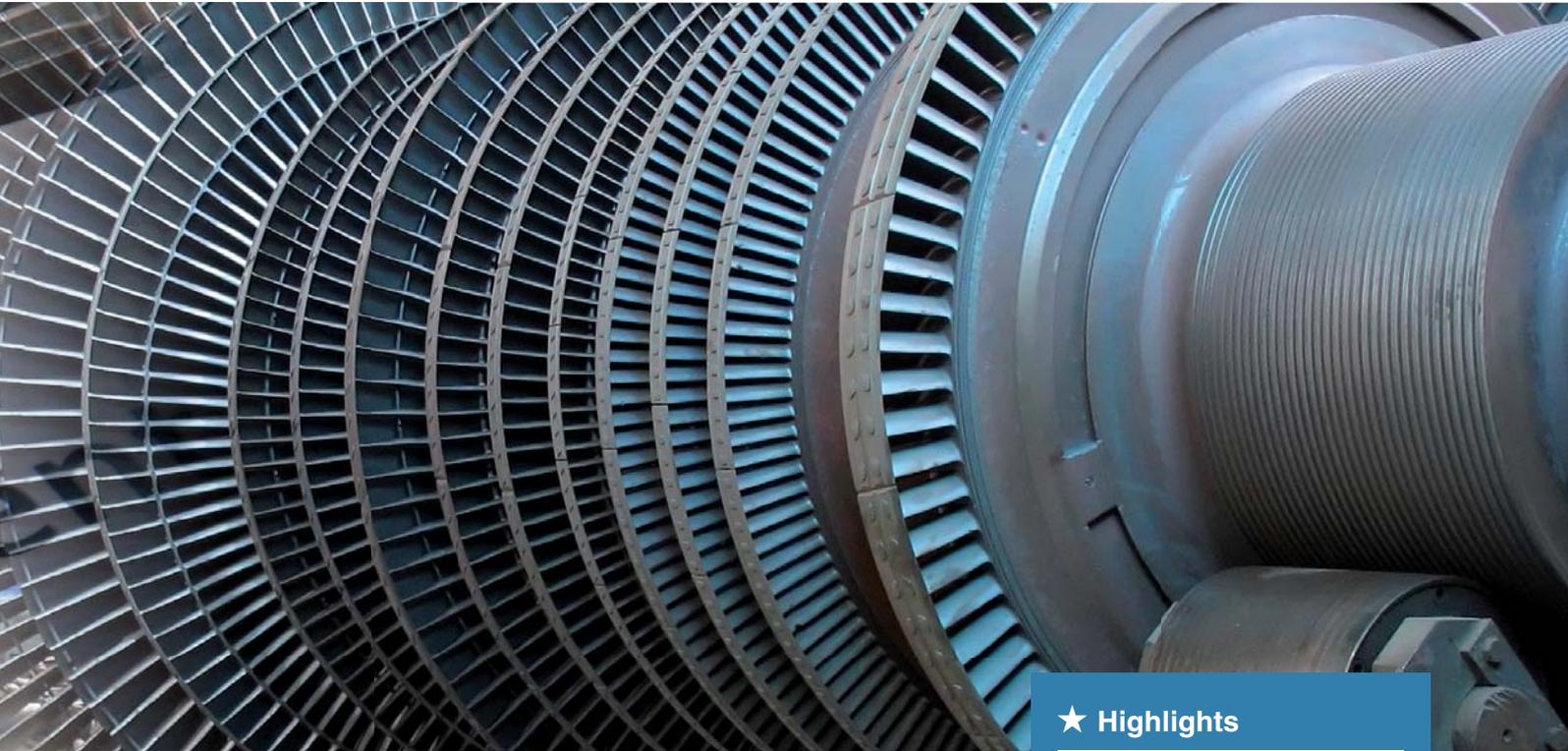
- One, two, five-year contracts (or any combination, e.g. two years + one year) at fixed cost
- Dedicated contact, quick response
- Customized solution
- System operation and maintenance
- Condition and performance monitoring expertise
- Field replaceable parts delivery
- Database fine-tuning
- On-the-job training
- Rotating equipment engineer support
- Hotline call centres
- Site visits and remote access

No matter what services are needed, these can all be packaged in a customized frame agreement that can greatly simplify monitoring system management. The **Long Term Service Agreement (LTSA)** is a partner contract that ensures the monitoring system is in optimal working condition, thus minimizing the chance for system downtime and consequently unscheduled machine shutdowns. It can also include monitoring expertise for increasing monitoring reliability and accuracy.

The LTSA is more than just ensuring that the hardware and software are always up-to-date. For system operation and maintenance support, it can include system repair, modification, calibration, training, and documentation upgrade. For monitoring expertise this can include fault detection and diagnostics for condition and performance monitoring. No matter which services are included, we offer a quick response hotline and ticket centre (for reserving blocks of specialist time). Site visits and remote access can be agreed on ahead of time, and all work is scheduled without unnecessary interruption to the customer's processes.

For more details and an overview of our LTSA portfolio, please refer to our brochure [Long-Term Service Agreements – Uptime and Reliability for Industrial Machinery](#)

Remote Surveillance and Diagnostic Service Centre



Early fault detection and diagnostics give maintenance lead-time, which enables our customers to cost-effectively plan maintenance ahead of time and avoid unplanned shutdowns. These same monitoring functions also represent the foundation of our monitoring expertise, which is based on years of research, development and experience. Monitoring expertise is a high-value commodity in the industry, so many companies let us take care of some or all of their condition monitoring needs.

The Brüel & Kjær Vibro Surveillance and Diagnostic Service Centre was one of the first of its kind to offer a turn-key monitoring solution, which includes monitoring, fault detection, diagnosis and reporting. Since that time we have installed service centres in three continents, thereby assisting the industry in managing the condition of their machines in all time zones, world-wide. We are currently monitoring thousands of machines from our service centres, and have issued hundreds of high-severity reports, thus avoiding severe mechanical breakdowns of the machines.

★ Highlights

Surveillance and Diagnostic Service Centre concept:

- Installation and maintenance of data acquisition units
- Maintenance of database server
- Detection of machine faults
- Diagnosis of faults
- Issuing reports with service action

Training



★ Highlights

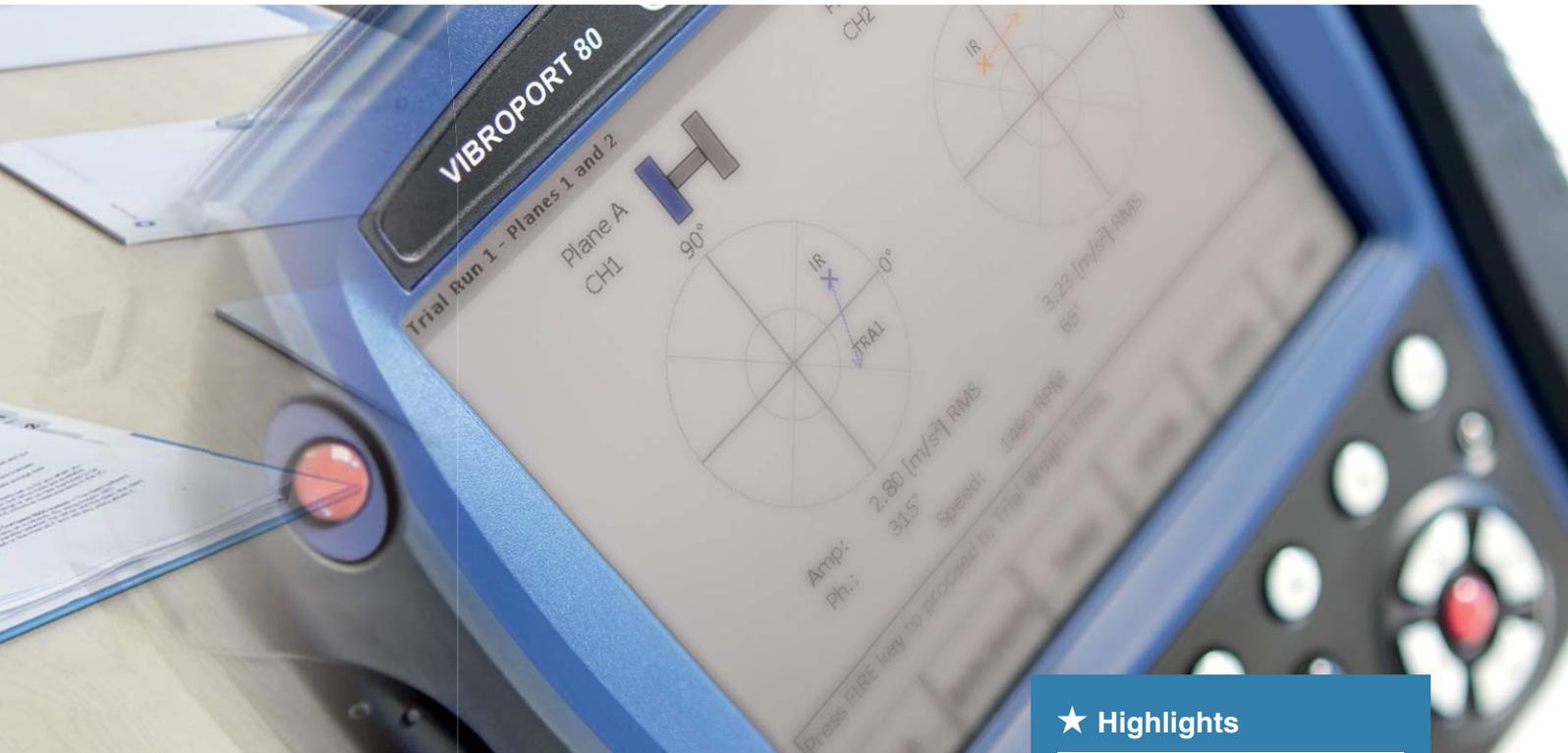
Training:

- Condition monitoring principles
- Vibration, rotor dynamics, signal analysis
- Performance monitoring, thermodynamics
- Product installation, wiring, commissioning, setup and use

In order to get optimal benefits out of the monitoring system, operators, system administrators and maintenance persons need to be adequately trained. Our service engineer instructors are ISO 18436-2 certified, and provide a world-class training for systems and monitoring techniques. Workshops are designed for maximum online 'live' interaction with a rotor kit. Many courses can be tailored to your specific industry, application, or machinery; even training material can be customized according to needs.

For more details and an overview of our training portfolio, please refer to our brochure [Training in Machine Condition Monitoring – Customized Courses for All Levels of Expertise](#)

After-Sales Instrument Support



★ Highlights

After-sales support:

- Hotline support
- System upgrade
- Rental equipment
- Field balancing
- Calibration
- Repair

In addition to condition monitoring expertise in terms of early fault detection, diagnostics and prognostics, we are also knowledgeable about monitoring systems! Our products are already designed to the highest quality standards, but we offer a range of services to upgrade, calibrate and repair these when needed. We even rent instruments, and provide support in selecting and using these.

The Brüel & Kjær Vibro Service Centre in Darmstadt, Germany has state-of-the-art instrument calibration and repair facilities for this purpose. Our calibration techniques conform to the most stringent international standards, and we are officially certified by the DKD/DAkkS lab (Deutscher Kalibrierdienst/Deutsche Akkreditierungsstelle). We have a world-wide network of service engineers to provide these services but much of the software service work can actually be performed remotely. We also have a hotline system that supports this.

For more information on our After-Sales Services, please refer to our brochure **Our Expertise – Your Uptime**; Brüel & Kjær Vibro After-Sales Services

For all our services, our Standard Terms and Conditions as specified on www.bkvibro.com apply. Contact your local Brüel & Kjær Vibro Sales Representative for more information, or visit our website www.bkvibro.com.

Contact

Services

- For information on all services for adding value to your business, on-site or remote; diagnostics, consultancy, settings, monitoring strategy, commissioning, maintenance, training, balancing

Phone: +49 6151 428-1424

E-Mail: service@bkvibro.com

Hotline

- For technical questions concerning your equipment

Phone: +49 6151 428-1400

E-Mail: support@bkvibro.com

Repairs and Calibration

- Inquiries regarding repairs, calibrations, rental equipment

Phone: +49 6151 428-1327/-1328

E-Mail: repaircenter@bkvibro.com

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