



Brüel & Kjær Vibro

# Customer Service

Excellent

Very Good

Good

Average

Poor

\$	2,556
\$	10,25
\$	23,65
\$	4,500.
\$	5,689.
\$	18,974
\$	22,456.
\$	93,209.

Income

\$100

\$,000

\$60

\$40

\$20

\$10

## Our Expertise – Your Uptime

Brüel & Kjær Vibro After-Sales Services



MOBIUS  
INSTITUTE

Certified Partner for Vibration  
Analysis Trainings Cat I-III

## Brüel & Kjær Vibro After-Sales Services



### Your industrial plant machines should not be idle!

Brüel & Kjær Vibro, the leading independent supplier of condition monitoring solutions, provides a comprehensive range of safety, condition and performance monitoring solutions for industrial machinery.

Our products and monitoring system solutions, backed by over 60 years of experience, are designed to the highest quality standards for maximizing your machine uptime, reliability and performance.

Our after-sales services ensure you reap maximum benefit from your instruments and monitoring solutions, including quick start-up, reliable and high performance operation, timely upgrades and system maintenance.



## Instrument Repair

In line with our market reputation as a high quality supplier, all our products have been designed for reliability and durability. However, in those rare situations where repairs or spare parts are needed, our Service-Center in Darmstadt, Germany will quickly return your instruments to operational order. In urgent cases, our optional “Express Repair” service offers rapid repair and turnaround. As many of our legacy products are still in use after 20 years, we have made a special effort to stock original parts for these instruments and maintain facilities and technicians to repair them.

## Calibration

Measurement accuracy and reliability are vital for early fault detection. For this reason we have built up one of the most advanced and extensive calibration facilities in Northern Europe. All of our instruments, monitoring modules and sensors are calibrated at the factory, but it is highly recommended that these be re-calibrated at regular intervals, depending on usage and the environment. Our calibration techniques conform to the most stringent international standards, and we are an officially certified DKD/DAkkS lab (Deutscher Kalibrierdienst / Deutsche Akkreditierungsstelle).



# Brüel & Kjær Vibro After-Sales Services



## Installation and Commissioning

Commissioning new machinery is one of the most critical phases of a project delivery! If there is an assembly or design fault in the machine, it is best to detect it here than during operation. We can help commission machines using the installed condition monitoring system or supply instrumentation and machine commissioning support. As part of the installation and commissioning activities, in addition to commissioning the monitoring system, our experts can assist in obtaining accurate baseline information as well as identify design, installation and operational errors.

## Field Balancing

Unbalance and misalignment are the most frequent causes for excessive machine vibration and consequential damage. With over 60 years of experience in balancing rotating machines, we have both the expertise and instrumentation to help you. We offer some of the most advanced techniques and user-friendly field balancing systems on the market.

## Diagnostic Services

Despite increasing demand for uptime, experienced diagnostic engineers are in short supply. In response, a dedicated team of Brüel & Kjær Vibro diagnostic engineers can provide a wide range of services, from diagnosing a specific fault to undertaking a complete root cause failure analysis. The bottom line with all our services is **actionable information** to maximise machine uptime.



## Long-Term Service Agreements (LTSA) and Remote Monitoring

If you have limited in-house condition monitoring expertise, a long-term service agreement can provide the perfect solution for you. We have several diagnostic service centres, located around the world, which can supplement your monitoring, fault detection and diagnostic requirements. We presently support many customers with long-term service agreements ranging from sites with a small number of machines to plants with several thousand machines! We also have other long-term service agreements that provide software upgrades, system maintenance and administration, etc.



## Training

We offer a broad spectrum of courses, from operating our products from both a user and administrator point of view, to in-depth courses on monitoring techniques, monitoring strategy, and vibration diagnostics. In addition to our standard training courses, we also offer training packages that can be customized to our clients' requirements. All training courses can be held locally at our customers' premises or in one of our regional training centres.

**Did you know?** We are a certified partner of the Mobius Institute and offer vibration analysis trainings Cat. I-III according to ISO 18436-2. Contact us for more information or to schedule a training!



# Brüel & Kjær Vibro After-Sales Services



## Hotline Support

To ensure that you get the most out of our products and uptime for your machines, our qualified technicians are standing by to answer your questions. Contact details are available on the back of this brochure.



## System Upgrade and Support

Our specialists can ensure your equipment is up-to-date and your software maintained and upgraded to deliver the highest performance. This service can also be provided in a long-term service agreement.



## Rental Equipment

If you need special equipment for a one-time job or if you want to try our products prior to purchase – we'll be happy to assist you. You can rent any of our products, and we are happy to assist you in selecting the product that best suits your needs.

**Brüel & Kjær Vibro has a service  
and support network around the globe**



[www.bkvibro.com](http://www.bkvibro.com)

# Contact

## Services

- Training, consultancy, balancing, commissioning, updates/upgrades, long-term service agreements (LTSA)

Phone: +49 6151 428-1424

E-Mail: [service@bkvibro.com](mailto:service@bkvibro.com)

## Hotline

- For technical questions concerning your equipment

Phone: +49 6151 428-1400

E-Mail: [support@bkvibro.com](mailto:support@bkvibro.com)

## Repairs & Calibration

- Inquiries regarding repairs, calibrations, rental equipment

Phone: +49 6151 428-1327 / -1328

E-Mail: [repaircenter@bkvibro.com](mailto:repaircenter@bkvibro.com)

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