

# Product Support

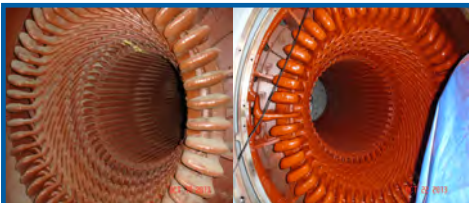
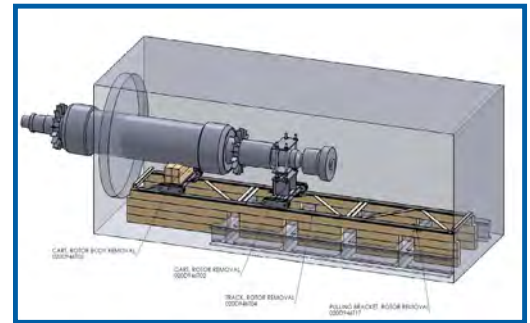
“At Electric Machinery our commitment to customers doesn’t stop at the factory door... We stay around for the life of the machine.”



We have earned a reputation for quality by supporting our customers with specialized technical product support and our ability to respond promptly to customer demands. We can recommend ways to improve your equipment efficiency and reduce operation costs with improvements such as overhauls and upgrades. Our extensive experience gives us a strong base to help customers develop effective stocking programs. Rely on us to maximize your equipment availability.

## Turbo-Generator Services

Protect Your Critical Equipment with OEM Support



### ENGINEERED SOLUTIONS

- CUSTOM-ENGINEERED ROTOR REMOVAL TOOLING
- DESIGNED AND MANUFACTURED BY ELECTRIC MACHINERY
- TOOLING INSTALLED WITH WEG-EM FIELD SERVICE
- IN-SITU CLEANING GIVES NEW LIFE TO AN OLD STATOR
- SITE SUPPORT REDUCES DOWNTIME AND ENSURES OEM PROCEDURES ARE FOLLOWED



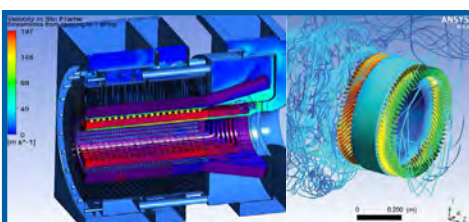
### COMMISSIONING

- LET OUR TEAM GUIDE YOU THROUGH INSTALLATION AND START-UP
- WARRANTY-APPROVED COMMISSIONING AND TESTING SERVICES
- ENSURE YOUR CRITICAL EQUIPMENT IS INSTALLED AND OPERATED CORRECTLY



### COMPLETE ROTOR SERVICES

- NDT TESTING, INSPECTION, PAINTING
- FULL SERVICE BALANCING TO API-546
- ROTOR COOLING UPGRADES PROVIDE INCREASED OUTPUT
- GROWLER, INSULATION, AND ADVANCED ELECTRICAL TESTS



### ADVANCED DIAGNOSTIC SERVICES

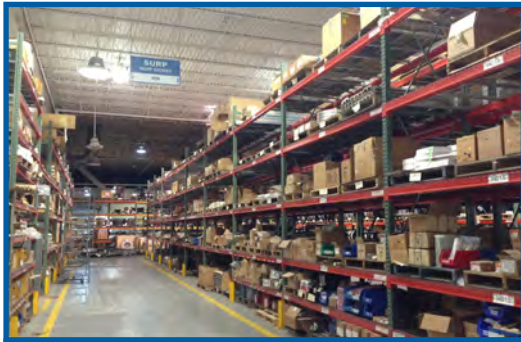
- OEM ENGINEERS AVAILABLE TO SUPPORT THE MOST CHALLENGING APPLICATIONS
- AIRFLOW ANALYSIS AND COOLING PERFORMANCE STUDIES
- ROTOR DYNAMICS AND INERTIAL CALCULATIONS
- RESONANCE AND SYSTEM STIFFNESS MODELLING

# Product Support

A Century of Experience

**24-Hour Global Field Services**

On-Call For Planned Maintenance and Emergency Service



## EMERGENCY PARTS AND SERVICE

- PHONES ANSWERED 24/7 EVERY DAY OF THE YEAR
- HIGHLY-TRAINED FIELD SERVICE ENGINEERS
- GLOBAL REACH - IMMEDIATE SUPPORT
- CONNECTED TO ENGINEERING AND TECHNICAL DATABASE
- LARGE INVENTORY OF PARTS AVAILABLE FOR IMMEDIATE SHIPMENT



## DIAGNOSTIC SERVICES AND TESTING

- INSULATION AND ELECTRICAL TESTING
- DRY OUT, CLEANING, AND PLANNED MAINTENANCE
- MECHANICAL TESTING, ALIGNMENTS
- SPARES PLANNING, FLEET MANAGEMENT
- RELIABILITY PLANNING AND RISK MANAGEMENT



## ADVANCED TESTING AND ENGINEERED SOLUTIONS

- ONLINE ELECTRICAL TESTING FOR CRITICAL EQUIPMENT
- RESONANCE, NOISE AND DYNAMIC MEASUREMENTS
- UP RATING AND POWER ENHANCEMENTS
- HEAT EXCHANGER RETROFITS AND DROP-IN



## INSTALLATION, COMMISSIONING, AND START-UP

- EXTEND YOUR WARRANTY WITH PROFESSIONAL FIELD SERVICE SUPPORT AND ANNUAL MAINTENANCE
- COMMISSIONING OF MOTORS, GENERATORS, AMPLI-SPEED™ MAGNETIC DRIVES, CONTROLS, AND AUXILIARY EQUIPMENT
- BEST-PRACTICES, CUSTOMER TRAINING AND OTHER CUSTOMIZED SERVICES SUITED TO YOUR APPLICATION

# Total Product Support

A Century of Experience



## Rewinds and Major Overhauls

Trust the OEM with over 70 Million Installed Horsepower and over 120 Years' Experience



### COIL MANUFACTURING AND FORMING

- MANUFACTURED TO THE HIGHEST STANDARDS
- INDIVIDUALLY TESTED AND APPROVED
- MATERIALS STORED UNDER STRICT CONTROLS



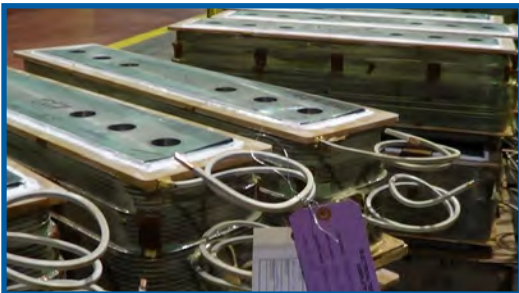
### STATOR WINDING

- COMPLETED BY SKILLED WINDERS
- ALL EM WINDING TAKES PLACE IN MINNEAPOLIS, MN
- FULL TESTING AT EACH STEP IN OUR PROCESS GUARANTEES WINDING INTEGRITY



### GLOBAL VPI SYSTEM

- OUR DURAGUARD™ SYSTEM IS PROVEN RELIABLE FOR 20 YEARS AND BEYOND
- MANUFACTURING PROCESSES AND QUALITY CONTROLS MEET OR EXCEED NUCLEAR STANDARDS
- THOUSANDS OF INSTALLED UNITS OPERATING RELIABLY



### ROTOR FABRICATION

- ALL POLES ARE DESIGNED, BUILT, AND TESTED IN-HOUSE
- EACH POLE IS INDIVIDUALLY TESTED AND APPROVED
- WE USE THE HIGHEST QUALITY RESINS AND MATERIALS TO ENSURE DECADES OF RELIABLE SERVICE



### TESTING AND PACKAGING

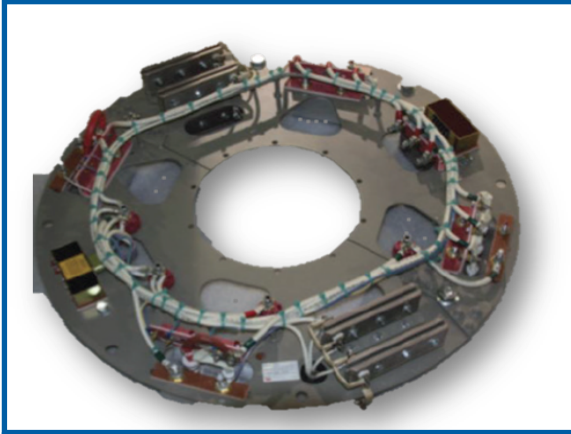
- PERFORMANCE TESTING, HEAT RUNS AND OTHER ADVANCED TESTING ARE ALL COMPLETED IN-HOUSE
- CUSTOM SHIPPING AND LOGISTICS TO CUSTOMERS WORLDWIDE
- ADVANCED PACKAGING FOR SHIPMENT AND LONG-TERM STORAGE

# Total Product Support

A Century of Experience

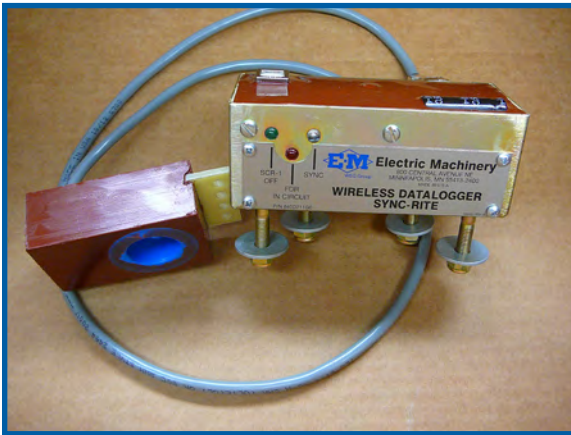


## Synchronous Upgrades and Conversions No One Knows Your Synchronous Equipment Better



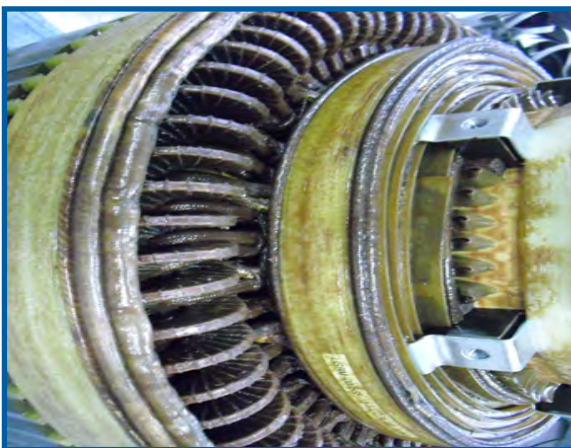
### THE WEG-EM SPLIT DIODE WHEEL

- MAY BE RETROFITTED ONTO ANY SYNCHRONOUS MOTOR
- PROVEN TECHNOLOGY WITH HUNDREDS OF INSTALLED UNITS
- COMMON PARTS ACROSS YOUR ENTIRE FLEET
- STAINLESS HARDWARE AND SIMPLE WIRING FOR EASY MAINTENANCE
- ELIMINATES BRUSHES AND ASSOCIATED MAINTENANCE



### THE MICROPROCESSOR SYNC-RITE™

- INDUSTRY-LEADING EXCITATION CONTROL
- ALWAYS IN-STOCK AND READY TO SHIP
- RELIABLE PERFORMANCE IN ALL APPLICATIONS
- VISUAL INDICATORS SIMPLIFY TROUBLESHOOTING
- SMALL, POWERFUL, RELIABLE



### GENERATOR EXCITATION

- BRUSHLESS EXCITATION CONVERSIONS
- COMPACT DIODE WHEEL ASSEMBLIES
- RUGGED, FORGED CONSTRUCTION
- HIGH POWER OUTPUTS THROUGH 2000A DC
- GROUND DETECTION AND MONITORING OPTIONS
- EXCITATION CONTROL, SYNCHRONIZATION, AND MONITORING

For more information, please contact:

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Transforming Energy into Solutions [www.weg.net/us](http://www.weg.net/us)

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