

After Market Service Customer Support Service



Expertise,
Advice,
Training,
Repair – Emergency repair,
Maintenance
Security,
Process improvement.

→ Fives Celes “Customer Support”, a Heating Induction expert at your service.



Operation on site

EXPERTISE

- On-site visits by qualified personal,
- Expertise of the state of the equipment,
- Expertise of the applications made by the Customer,
- Cooling water quality analysis (PH, conductivity, time used),
- Cooling circuits checks,
- Discussion about any problem met during the equipment use (rate of breakdowns, cost of annual maintenance).

ADVICES

- Optimization of the use of the equipment,
- Process improvement,
- Specification of new applications,
- Calculation,
- Components availability,
- Recommendation on setting main parameters in relation of the application (parallel or serial plan, frequency...).

TRAINING

The training is adapted to fit the customer application.

1. Operator Training

- Machine operating,
- Interface management.

2. Maintenance Training

- Theoretical background,
- Fault simulation,
- Component replacement.

3. Inductor Manufacturing Training

Fives Celes can train its customers to manufacture their own inductor.



REPAIR – EMERGENCY REPAIR

Generators

- CLASSIC RF generator,
- HF – MF, RF generator,
- MOS transistor converter,
- Serial, parallel IGBT transistor generator,
- Thyristors inverters.

Inductors

- Manufacturing of spare inductors,
- Repair & optimization of existing inductors.

Cooling Equipments

- Refrigerating unit (legal obligation of yearly coolant leakage follow-up),
- Recycling plate group,
- Quenching equipment.

MAINTENANCE

Fives Celes offers several maintenance contracts with yearly visit and the follow-up of critical components. This preventive maintenance limits significantly risks of material break down. Fives Celes high power equipment have built in remote maintenance possibilities.

SECURITY

- Magnetic field measurement,
- Application of the latest safety standards,
- Users protection :
 - Electrical maintenance engineer,
 - Operators.

PROCESS IMPROVEMENT

- Analysis,
- Efficiency improvement,
- Modeling,
- Material data base,
- Testing at Lautenbach,
- Measurement Equipment (pyrometer, IR cameras),
- Reporting of the tests,
- Leasing of Equipment for further tests at customers facilities,
- Pre-industrialization of the process.