

INDRIVETEC AG

SERVICE PROGRAM

Indrivetec AG is provider of linear motor drives and energy storage systems

Indrivetec AG accompanies the customers through the product life cycle with consulting, simulations, project development, project management, installation, commissioning, training, after sales and maintenance.

Indrivetec AG offers its customers an interesting range of service programs. We keep devices, installations and systems in good shape thanks to preventive maintenance and servicing.

We will train you in all aspects of commissioning, operation, maintenance and project management required for your installations and systems to avoid or minimise downtimes and protect your investments and focused on building strong, long-term partnerships with our customers.



INDRIVETEC AG

SERVICE ASSETS



Maintenance

The maintenance restores the target status of the devices and systems. The maintenance ensures the functionality of the devices and systems and increases their service lifetime significantly. All work will be recorded in a maintenance report. Regularly performed and documented maintenance receive the warranty claim.



Inspection

The inspection includes testing of devices and systems. The actual status will be registered and documented. The functionality of the entire system, including all system parts, settings and data value, will be checked. The goal is to find out if the devices and systems are in a proper, fully operative and safe condition.



Repairs

Defective components and system parts which are detected during maintenance work will be repaired or replaced.

The target status of the devices and systems will be restored and therefore the fully operational character and functional safety will be ensured. All repair measures will be recorded in the maintenance report.



Support

E-mail support with IDT support hotline

Phone support +41 55 515 3737 or +49 40 87 407 340

Weekend and public holiday support from 08:00 – 19:00 CET

Indrivetec supply qualified technicians to work at site



Monitoring

Monitoring and availability of help desk based on Indrivetec standards

The monitoring includes a number of algorithms for evaluating the collected battery and system data.



Training

Level 1 – “basic knowledge”, safety functions of PCS, coolant system, visual checks and low-level maintenance

Level 2 – “authorized service partner”, cold commissioning, hot commissioning, alarm handling, high-level maintenance, troubleshooting with IDT support hotline

Certification to an authorized Indrivetec service partner

