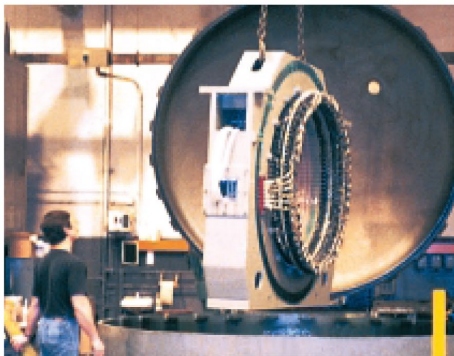




Customer Service & Support

Protecting your investment - it means more than insuring the plant. It also means keeping your equipment in top condition to maximize service life and upgrading them to keep in step with changing technology. That's why you can count on EM - the responsive company with comprehensive rotating equipment service and support.



Top left: Vacuum Pressure Impregnation Tank. Top right: Turbo Exciter Upgrades
Bottom left: Stator Rewinds Bottom right: OEM Knowledge, Expertise.

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. Excellent service is assured by people who understand your equipment and process needs. Our experienced staff of service engineers can spot potential performance problems and recommend corrective action. Continue to enjoy the benefits of first-hand product knowledge and problem solving capabilities by having us instruct your on-site staff. 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.

ELECTRIC MACHINERY COMPANY

Electric Machinery
800 Central Avenue NE
Minneapolis, Minnesota 55413
United States
Tel: +1 612 378 8000
Fax: +1 612 378 8051
www.electricmachinery.com

Service: 612-378-8916 • 612-378-8912
Parts: 612-378-8996 • 612-378-8083
After Hours: Service: 612-247-9232 • Parts: 612-718-7589

EM experience...
responding with solutions
for over 120 years.



At Electric Machinery our commitment to customers doesn't stop at the factory door... we stay around for the life of the machine.

EM is an original equipment manufacturer with quality that's been established worldwide. A complete range of customer-focused service has proven EM the ideal partner for any application.

INSTALLATION, START-UP

- Global support
- Responsive to your project schedule
- Superior product expertise and design knowledge
- Training of your on-site staff

FIELD SUPPORT

- Inspection and troubleshooting
- Failure analysis
- Retrofit with latest technology
- Stator rewinds
- Vibration analysis

SPARE/REPLACEMENT PARTS

- OEM parts to original specification
- Critical spares inventory and recommendation
- Brush to brushless conversion
- Custom design to meet your needs
- Brushless excitation test equipment

FACTORY REPAIRS

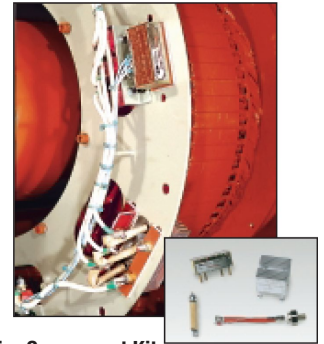
- Our current technology provides latest design features
- Failure analysis and cause determination
- Borescopic video available
- High speed balancing
- Full range testing capability
- Specialized transportation and handling
- VPI up to 15 KV

TECHNICAL SUPPORT

- Telephone problem solving and maintenance recommendations
- Repair alternatives and upgrade considerations
- Product Engineering feasibility studies
- Product troubleshooting
- Field service scheduling

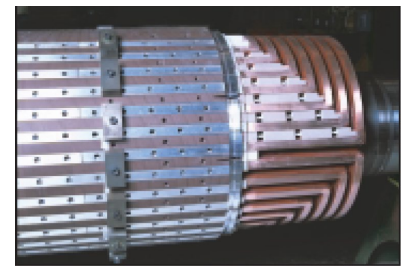
PREFERRED SERVICE

- Stock parts shipped same day
- 24-hour emergency response via cell phone
- Electrical/Insulation/Mechanical/Control Engineering Support
- Custom design to meet your needs
- Brushless excitation test equipment



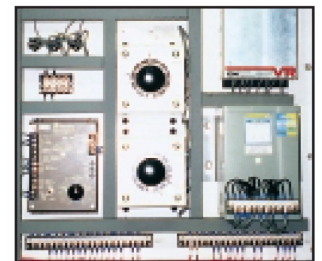
Rectifier Component Kit

- Kit includes all components required to refurbish a diode wheel and includes upgraded components to latest design
- Increased reliability



Turbo Rotor Upgrade

- Reduced temperature
- Improved temperature distribution
- Potential for increased power output



Manual/Automatic VAR Power Factor Controller

- Maximizes efficiency and control plant VAR power



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Slow-Speed Solid and Split Stainless Steel Collector Rings

- Quick installation and removal
- Non-corrosive
- Eliminate porosity



High-Speed Forged Steel Collector Ring

- Long Life
- Improved Brush Contact



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