



Unit 3, Devonshire Business Centre,
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www.thp-systems.com

THP Services Agreements and Preventative Maintenance Plans for Vibration Test Systems.

THP recommend that all vibration test system undergo regular preventative maintenance to keep your vibration system working to its highest capability of performance, reliability and more importantly safety.

Our services offer a range of preventative maintenance and service agreement plans to suit your needs and requirements. All service engineers are experienced and fully trained professionals specialising in vibration test systems of most makes and models.

THP services of preventative maintenance and service agreements will leave you with peace of mind knowing that business will be operating at optimal capacity and will allow you to focus on more important aspects of your business.

Key benefits:

Vibration test systems have many mechanical moving parts that require maintenance and service on a regular basis. The most cost efficient way to manage the associated costs and services is through a planned service agreement or preventative maintenance plan.

- **Minimum downtime:** Having annual preventative maintenance can help avoid unexpected breakdowns of your vibration equipment, resulting in a more reliable system and increasing uptime through the equipment running to its optimal ability.
- **Support:** Online website support in conjunction with our support team and service engineers, give you the reassurance your problems will be dealt with in a timely and responsive manner.
- **Affordability:** The service and preventative maintenance agreements provide an affordable and expected annual cost. Thus minimising the risk of unexpected breakdowns and service visits during operation periods.
- **Spare parts:** All spares supplied are sourced to suit the vibration system and come with a 12 month warranty for peace of mind.
- **Longevity:** Annual preventative maintenance / service agreements will increase the lifespan and reliability of your vibration test equipment, and will also improve the consistency and quality of your tests, test data and results.
- **Trained Service Engineers:** All of our service engineers are highly trained professionals, who provide an excellent level of competence, with years of hands-on experience. You can be rest assured that your equipment is in good hands and the quality of work exceeds the expectations of your vibration equipment manufacturers expectations.
- **Training:** We can offer professional product training and consultancy to keep your staff up to date on the latest software and vibration test procedures. And also address the correct and safe use of your vibration test equipment, to help ensure that your equipment is used to manufacturer's recommendations.



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The plans:

We have put together three plans to fit the individual needs for customers with air cooled vibration systems offering a flexible service and preventative maintenance plans as described in the table below.

- **Tier 1 Service PM agreement includes:**

- Visual inspection and clean.
- Check resonance†.
- System noise check.
- Check interlocks functionality.
- Change worn and damaged parts*** - inclusive parts - Air filters (All other parts will be extra).
- Check FPS, voltage and current output measurement.
- Amplifier power module power checks.
- Performance check without payload.
- Cross-axis acceleration check.
- Check uniformity acceleration on armature baretable.
- Slip table alignment†.
- Technical call-back response time: Next day.
- All Spare parts (including armatures, coils and bearings) : List price.
- Reference accelerometer calibration: 5% discount.
- Controller loan‡: 25% discount.
- Labour: 1 Visit (inclusive travelling and living expenses).
- Engineer Response time on site: 1 week.

- **Tier 2 includes all of Tier 1 Plus:**

- Strip down/rebuild
- Change worn and damaged parts*** - inclusive parts - Air filters, Flexures, Oil & Oil Filters, Target & Diaphragm(except armatures, coils and bearings)
- Pull check†,
- Remove plate†,
- Priority support,
- Technical call-back response time: <8hrs
- All Spare parts (including armatures, coils and bearings) : 10% Discount**
- Reference accelerometer calibration: 10% discount,
- Controller loan‡: 50% discount.
- Labour: 2 Visits (inclusive travelling and living expenses).
- Engineer Response time on site: 3-4 days.



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- **Tier 3 includes all of Tier 2 Plus:**

- High Priority support,
- Technical call-back response time: <4hrs
- All Spare parts (excluding armatures, coils and bearings) : Included**
- Armatures, Coils and Bearings: 10% Discount**
- Reference accelerometer calibration: Included.
- Controller loan‡: Included.
- Labour: 3 Visits (inclusive travelling and living expenses).
- Engineer Response time on site: within 48hrs.

‡ During repair/calibration of customers controller.

† Slip table combos.

** Excluding misuse/operator error.