

# SERVICE SOLUTIONS

HV TECHNOLOGIES, Inc. has built its reputation over many years by providing superior HV and EMC test equipment services and assistance to our customers. HVT is able to deploy support services when you need it. Our clients initially contact us because they have heard from other clients about our dedicated Service Department. Our talented and experienced technical staff comes from a deep pool of service engineers that spans the globe, providing HV, EMC and Software support for installation, training, and repair for all the solutions we provide. Our support is offered in

a variety of ways which include:

- Installation
- Commissioning
- Training
- Calibration
- Repair
- Upgrade/Modernization
- Supplies



Onsite Training Services



EMC Test Equipment



Impulse Test Systems



Upgrade / Modernization



Dielectric Oil Testers



AC Test Systems



### **Installation and Commissioning:**

Our team of Field Service Engineers can provide installation services to ensure your new test equipment is operating to its fullest capabilities. During the commissioning of the system, our engineers will:

- Inspect your site for optimum performance of the system
- Supervise the erection/installation of all equipment
- Supervise the connection of all cable and grounding systems
- Perform functional tests to ensure proper operation
- Supervise and check the operation of any auxiliary systems
- Ensure safety circuits are operating
- Provide a report to illustrate the system is functioning correctly

### **Training:**

We offer training to compliment your own knowledge through theoretical and practical sessions backed by our knowledge and experience of countless years of testing and operation of HV and EMC test equipment. Our training is tailored to your specific needs and level of understanding. We offer this service both at our laboratory in Manassas, Virginia, or at your location.

### **Calibration:**

For every HV and EMC test system we can provide a calibration report to the factory specifications. At a minimum this calibration also includes:

- Traceable calibration procedures to national standards
- Verification of factory equipment settings and verification of operational parameters
- Adjustments to factory settings with details disclosing changes
- Upgrade of all software and hardware changes specified by the factory
- Knowledge of uncertainty factors
- Full report of work conducted, adjustments made and equipment used to conduct the work

### **Repair:**

In the field or in-house, HVT provides the expertise for repairing your equipment in a timely manner and with original parts. We understand when you're not testing you may be losing revenue. We work with you to conduct self-diagnosis of the problem and if you are not able to make the repair we will travel on-site to provide assistance or schedule to have the equipment evaluated in an expedient fashion in our laboratory in Manassas, Virginia. To have you testing again, we will consult with you to determine the fastest and best course of action.

### **Upgrade/Modernization:**

Many systems our customers are using have been in the field for many years and can continue to function accurately and reliably with an upgrade to the electronics, control system or software. HVT will provide you with the service and equipment necessary to modernize your equipment in a cost effective manner with a minimum impact to your business. We will work with you to plan an upgrade of controls, retrofitting using computerized automation systems, and/or replacement of measuring systems according the latest standards.

### **Supplies:**

Whether you need paper/ink cartridge for your oil tester or a grounding rope for your impulse system, if we don't have the part in stock we can help you get what you need, not just for our systems but often faster and cheaper than our competitors. All our parts are original and approved by the factory. For individual stocked components/assemblies, call for quotes and information.