

INDUSTRIAL FIELD SERVICE

ONSITE TROUBLE
SHOOTING AND REPAIRS

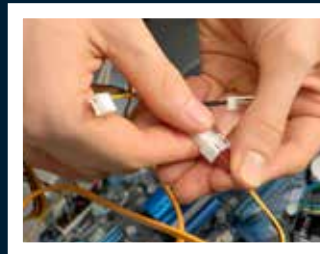
- » Upgrades
- » Retrofits
- » Preventive Maintenance
- » PLCs
- » AC Drives
- » DC Drives
- » Servos
- » Controllers



Innovative-IDM
Industrial Field Service

877.906.2100

Email: service@iidm.com
innovativeidm.com/fieldservice



INDUSTRIAL FIELD SERVICE

FIELD MAINTENANCE SERVICES

Innovative-IDM service technicians can support your maintenance demands and reduce your need for new capital equipment:

- Routine maintenance of existing equipment
- Preventive and predictive maintenance plans
- We travel anywhere. Local and national dispatch available from any of our service locations.
- On-site retrofit capability
- Programming and tuning assistance
- Installation and start-up assistance
- 24/7/365 availability
- Emergency Express same-day replacement service for in-stock items available at www.innovativeidm.com



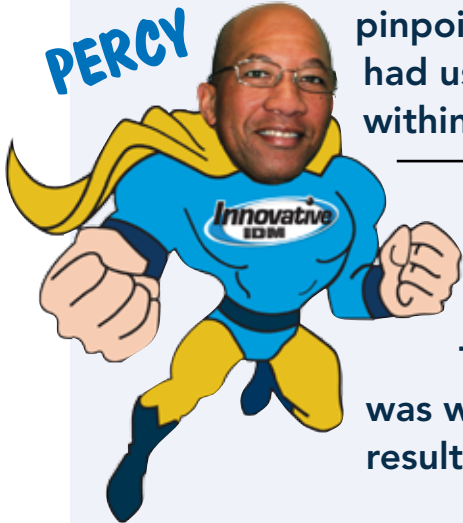
Downtime is Expensive! We Can Help.

INDUSTRY	PROBLEM	FIELD SERVICE SOLUTION	RESULT
Plastics Extrusion	The day before July 4th weekend, a 400HP DC motor control died on an extruder machine. Crisis time at the plastic plant.	Call came in late and I-IDM managed to find a 400HP drive in stock and have it shipped next day. The retrofit job began on Saturday morning, and included fitting the drive into the existing enclosure and programming it to work with the machine's existing control logic.	When the plant reopened after the July 4th holiday, the extruder was operational. Just one day had been lost.
Steel and Manufacturing	The customer acquired a pipe mill in Houston, but wanted to move the tube mill of that plant to a different facility. This meant all of the machinery, electronics, wiring, etc., had to be disassembled and moved. Adding to the complexity of the project was that the machines in the newly-acquired plant were made overseas: plant personnel were unfamiliar with the motor controls.	Innovative-IDM took the lead in the move, assisting with the dismantle and ensuring all wires, machinery and electronics were physically marked for efficient reassembly. I-IDM also documented all parts and backed up all software and programming before the move.	The tube mill was moved from Houston to Fort Worth. I-IDM technicians stayed onsite for the whole project, reassembling and troubleshooting, and reprogramming software systems. Both DFW and Houston field service techs assisted with this project.
HVAC Contractor	The HVAC contractor had no airflow at one of its customer's plants – bad news for summertime workers in Houston. A legacy HVAC inverter had died, and there were no spare identical drives available.	Onsite retrofit of a new Yaskawa A1000 20HP VFD. Innovative-IDM installed the drive and interfaced it with the existing control logic, all done by the same field service technician.	The HVAC contractor was expecting a much more expensive and time consuming solution, but found the field service VFD retrofit to be the ideal solution. With the air now back on and money still in the budget, the contractor asked I-IDM to perform preventive maintenance on some other VFDs in the system.
Steel Mill	A steel mill planned to reopen after being shuttered for several years. The new maintenance crew was unfamiliar with the existing machines or controls. New crew didn't know anything about the inherited machine or controls, and the overall operation of the plant was in question.	Innovative-IDM was familiar with the existing equipment. Field service technician tested, debugged, reprogrammed and repowered the operations. I-IDM also installed a large control system slitter re-coiler.	With turnkey field service, I-IDM and had the plant operating at a better performance level than when it was last operational. Plant maintenance could concentrate on other issues.
Thermo Forming Plastics	This plant's machine suffered from an inoperable Allen-Bradley servo controller and servo drive. Both were obsolete and couldn't be repaired. Even worse, the OEM of the machine quoted a extremely high price to upgrade the machine to current product.	Innovative-IDM retrofitted the machine with a Yaskawa servo and controller. The retrofit included removing the Allen-Bradley servo equipment, installing the new servo equipment and programming the application.	The machine was brought to current product status for less than half the cost of what the machine's OEM quoted. Customer saved time and money.
Food and Beverage	CPU battery failure caused PLC to lose programming. There was no program code digital backup, only a hard (paper) copy. Assembly line was down, customer did not have the trained personnel onsite to reprogram.	Innovative-IDM rewrote the PLC program using the hard (paper) copy then downloaded it to the PLC. Backup digital copies of the program were provided to the customer and a copy was archived offsite for potential future needs.	Machine was up and running in less than 24 hours. The customer now has a digital copy of the PLC program which it can load onsite in case of another battery failure.

Our Field Service Techs are Super Heroes!

Just ask our customers...

"We could have experienced a major setback in our production if it was not for your team. Your service technician came in and assessed the situation, immediately started pinpointing the problems and had us back to full production within hours."



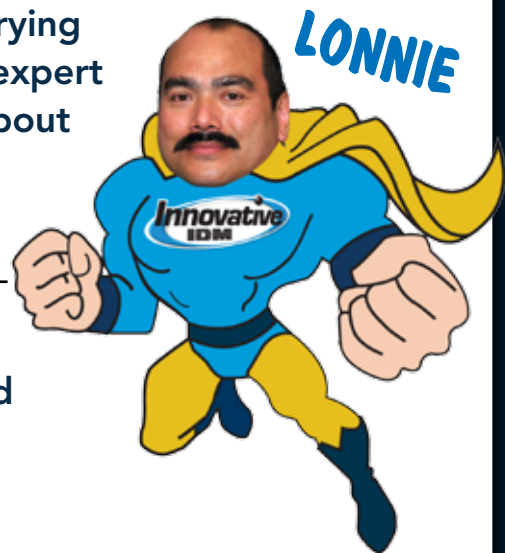
"He was available when needed over the weekend ...[and] is methodical and very meticulous in his troubleshooting abilities."

Thank you for providing us with a technician who was well trained, knowledgeable, driven to achieve results, and very customer oriented."

"I have... dealt with four different companies trying to get the problem fixed, all to no avail. Your expert showed up on time and fixed the problem in about 3.5 hours. I just wish I could have found your company [earlier]."



"Days, nights and weekends, your knowledge experience and dedication has kept our equipment up and running."



"I wanted to thank [I-IDM] and your technician for helping with our DC drive failure. It is nice to know that we have someone close by that can still deal with our older equipment and provide quick and modern repair solutions when we get in a jam."



INDUSTRIAL FIELD SERVICE

24 Hour Field Service
877.906.2100

OUR TECHS HAVE YOUR FACILITY COVERED!

Breakdown

We are on call, ready to dispatch when your equipment stops working.

Preventive

We visit your site on a predetermined schedule. You schedule the date and length of your regular maintenance. We take care of the rest.

Predictive

We evaluate your machine on an intermittent or ongoing basis. When it no longer acts the way it should, we let you know. You decide if a field service technician comes to examine your equipment.



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INDUSTRIAL FIELD SERVICE

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Start Ups,
Programming,
Preventive
Maintenance



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Controls, Custom
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