



# 24 / 7

## Customer Care

### Emergency Engineer Call-Out

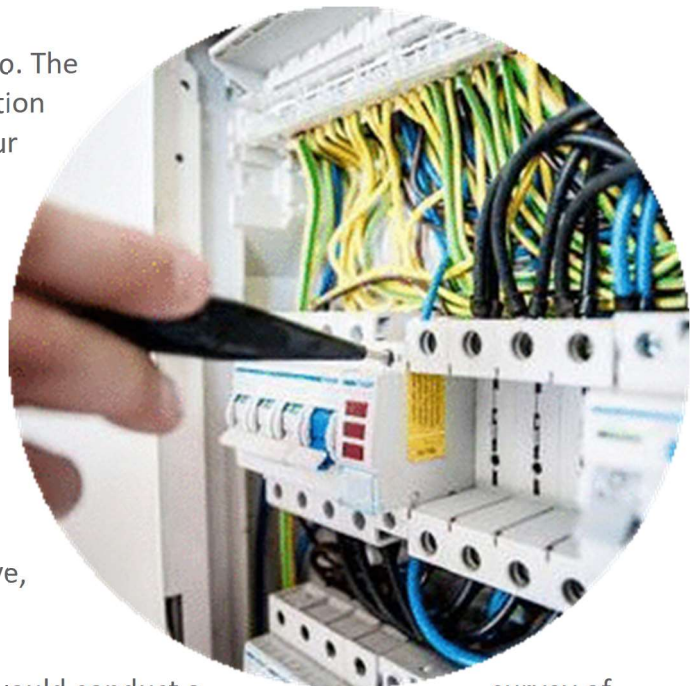
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Radway Control Systems are pleased to announce a full after sales service facility covering breakdown and preventative maintenance issues on a wide array of control and automation equipment, including ac and dc variable speed drives, servo drives, soft starters, programmable logic controllers, SCADA, HMI's.

Customers will receive a dedicated phone number for immediate response. The call will be answered by a qualified engineer who will record details of both the problem and the application. An appropriate level of response will be agreed and immediately acted upon.

After sales service is a vital element of our business portfolio. The 24/7 care package offered by RCS provides a welcome addition to our normal customer support system. We will support our existing customers as well as completely new accounts.

With over 25 years of experience, we can support a large number of different brands, including ABB, Siemens, Mitsubishi, Rockwell (Allen Bradley), GEC, Cegelec, Alstom, Convertteam, GE, Control Techniques, Red Lion, Schneider, Danfoss-Vacon, WonderWare, Intellution, Fanuc, Iconics, Weg. Our engineering team have successfully partnered with are: Metals, Chemical, Ceramics, Automotive, Water & Waste, Paper & Pulp, Quarrying & Mineral Extraction, Pharmaceutical, Automotive, Power as well as several mechanical handling projects.



At the commencement of each contract, our service team would conduct a survey of the equipment on customers site, backing up all software whilst making sure that they are familiar with the level of complexity and the location of the equipment that would be covered.

In the case of equipment obsolescence, we can also provide recommendations as to a suitable upgrade path, and a planned maintenance programme can be set up to minimise any future risk factor.

Our experienced team of skilled engineers are an effective insurance policy against unplanned and potentially costly machinery breakdowns or unexpected production downtime.