



RADWAY CONTROL SYSTEMS

24 / 7

Customer Care

Emergency Engineer Call-Out and Service Facility

01782 307868

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

Customers can call the 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. Customers with a current contract are prioritised.

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 existing customer services. 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, Omron, Control Techniques, Red Lion, Schneider, Danfoss-Vacon, WonderWare, Intellution, Fanuc, Iconics & Weg.

Industries that our engineering team are familiar with include Metals, Chemicals, Ceramics, Waste, Water, Paper & Pulp, Quarrying & Mineral Extraction, HVAC, Food & Beverage, Automotive, Glass, Power and Mechanical Handling. We are also competent in Functional Safety.

We recommend at the commencement of each contract that RCS would assess how well prepared you are for equipment failure. Our service team would survey the equipment on your site, backing up software, visually checking condition and making sure they are familiar with the level of complexity and the location of the equipment to be covered.

A planned maintenance programme can be set up to minimise any future risk to production and correct any deficiencies noted in the survey. In the case of equipment obsolescence, we can provide recommendations for a suitable upgrade path.

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

For a no-obligation discussion contact Glyn Ratcliffe on 07539 174392 or glyn.ratcliffe@radway.co.uk

