



# Service and Support



Phenix Technologies' Service Division provides support worldwide ensuring our customers attain the full value of their test equipment.



## PHENIX TECHNOLOGIES ~ SERVICE DEPARTMENT

Phenix Technologies is committed to serving the needs of our customers and providing the best world-wide customer service in the industry. As the global leader and preferred manufacturer of high voltage, high current, and high power test systems, you can rest assured that we stand behind every product we deliver — whether it be new or decades old.

### SERVICES AVAILABLE

- **On-Site Commissioning**
- **Personalized Training**
- **Repair**
- **Software**
- **Spare Parts**
- **System Upgrades/ Refurbishments**
- **Calibration and Preventative Maintenance**

#### On-Site Commissioning

A Phenix Technologies service technician will come on-site to inspect the installation of your new Phenix test system and will walk you through the initial start-up of the system.



#### Personalized Training

Training is available on-site or at our manufacturing headquarters in Accident, MD, USA. We provide basic training services on the operation and maintenance of the test equipment.

#### Repair

Repair services may be completed on-site or at our manufacturing headquarters in Accident, MD, USA. The Service Department is also responsible for the sale of repair parts.

#### Software

Software updates, upgrades, enhancements, and modifications are provided through the Service Department.

#### Spare Parts

The Service Department is responsible for the sale of spare parts – individual stock components/assemblies. Please contact us for price and availability.

#### Systems Upgrades and Refurbishments

We offer upgrade and improvement options so that your test system operates at peak performance. These options include refurbishment, modification, modernization, and after-sale accessories/components.





## Calibration and Preventative Maintenance

It is recommended by Phenix Technologies that all equipment manufactured and/or distributed by Phenix be calibrated annually. Establishing a regular calibration cycle will ensure that your Phenix equipment is always within factory specifications. We do not just perform a "meter" calibration; we perform a complete "systems circuitry" calibration. Only Phenix Technologies staff of service engineers is qualified and experienced to service your Phenix equipment. The standards used by Phenix Technologies for calibration are traceable to NIST and NRC so you can be sure that your equipment will meet the various standards that you have to comply with in the course of your daily business.

Our service, at a minimum, will include the following:

- Annual, traceable calibration with sticker, certificate, and before and after data.
- Inspection of the unit interior for cleanliness and excessively worn or damaged parts.
- When applicable, assistance with minor lubrication/maintenance or instruction on major lubrication and preventative maintenance procedures.
- When applicable, response to/investigation of operator's questions or concerns.

## U.S.A. Regional Calibration Schedule

We have many established calibration runs throughout the United States where we provide the calibration and maintenance service at a greatly reduced price. Our runs include the following:

- Central – March
- Southwest – May
- Northwest – June / July
- Northeast – June / July
- Texas – August
- Southeast – October / November



Please contact our Service Department for a quotation and availability on any of the above services:

**SERVICE HEADQUARTERS –**  
**USA: +1.301.746.8118**

**Service Manager:** Robert "Bob" Grabenstein,  
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**WORLD HEADQUARTERS**

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**BRANCH OFFICES**

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**ISO**  
9001:2008  
Compliant