

ECG™ after sales service

Proserv's approach to after sales is focused on delivering the same peace of mind that our technology provides. From installation support to training and engineering services, we will be on hand every step of the way from product sale through to system support and consultancy.

Installation

Proserv can install your ECG™ holistic monitoring system, maintaining continuity and avoiding conflict over areas of responsibility with regard to warranty.

Pre-Commissioning

Following on from installation, Proserv's engineers and technicians will perform this vital function and provide specialist advice.

Commissioning

Proserv's commissioning engineers are available for ECG™ system start-up, ensuring continuity of personnel through to completion of the system integration and the start of cable monitoring.

Workshop Facilities

Proserv has comprehensive workshop facilities in Houston, Great Yarmouth, Aberdeen, Glasgow, Dubai, Abu Dhabi, Dammam, Qatar, Stavanger and Trondheim, which are fully equipped for project delivery and service response.

Engineering Services

Proserv's engineering support comes as standard, inclusive in all supply and service contracts, covering:

- Detailed design work
- Feasibility studies

- System design analysis
- Modification costing and proposals
- Drafting services
- Project management

Consultancy

Text about our consultancy services.

Training

Proserv can deliver training on all aspects of the ECG™ system to ensure customers gain the maximum benefit and understanding of its monitoring and predictive technologies.

Support 24/7

During office hours, specialist engineers are available to help with queries. Out-of-hours requirements are received and actioned by on-call staff.

Warranty

Unless agreed otherwise, all items supplied by Proserv will be fully guaranteed to be free from defect in design, materials and workmanship for a period of 12 months from commissioning, or 18 months from the date of shipment from our works, whichever is sooner.

Warranty terms are subject to the equipment being stored, handled, installed, commissioned, operated and maintained in accordance with our procedures.

Failure to comply with the above requirements could affect your warranty.

Extended Warranty

Extended Warranty Service Plans are available for selected products,

including operation and maintenance training for site technicians, for all supplied equipment, and regular inspection and health care visits.

