



Commitment  
through  
Warranty

**OCTOSER**✓



# Give Your VFD a New Lease of Life with OctoServ™

There is no compromise on the VFD repair service provided by OctoServ™. We assure you that by the end of our services, the functioning of your VFD will be as good as a newly purchased device.

At OctoServ™, we do not limit our services to repairing your drives. We go one step further. We conduct a thorough check-up and replace all the motor Drive components that are old and might need repairing in future.

Moreover, we test all necessary components of your VFD as per standard testing procedure in sync with the manufacturer. After giving your device a makeover, we will finally test it before and after installing it at your plant.



## Why Select OctoServ™?

With OctoServ, customers will not incur diagnostic and shipping charges if the VFD is irreparable. The diagnostic and shipping charges will only be applicable if OctoServ confirms the reparability of the asset.

In addition to personalized repairing services, OctoServ™ promises to offer our 'Excellence Pledge' to ensure Customer Delight at every step of the process. OctoServ™ commits to the following,

- ✓ Full Refurbishment
- ✓ Emergency Service Available
- ✓ Wide Range of Replacement Drives in Stock
- ✓ Highly Trained and Experienced Personnel Exclusively for Drives
- ✓ Huge Inventory of Drive Spare Parts for Multiple Brands

# Our Certified Repair Process

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Like our other repair services, our VFD repair go through our ISO 9001:2015 certified process. We ensure that our testing equipment keeps pace with respected industry standards and includes detailed failure and closed-loop system test reports with every repair. Our technicians are continuously trained in their fields of expertise, and we use only new OEM or OEM equivalent parts in every repair. Certified repairs are also backed by our 12-month “bumper-to-bumper” in-service warranty.



## Avoid Downtime at your Plant Floor –

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OctoServ™ primary focus is to ensure minimum downtime on the plant floor. To avoid production loss which directly effects the bottom line, OctoServ™ offers the following services

Product support & field service: Diagnosis & troubleshooting at the factory/plant floor  
(Investigate root cause of product anomaly)

Hardware level fault diagnosis, troubleshooting/part replacement

Temporary Exchange to address MTTR for the manufacturing process continuity

# OctoServ™

## Service Levels –

Just like VFDs, OctoServ™ understands all repair requests come in different shapes and sizes. To accommodate our customers, we offer the following service levels for convenience.



Service Level	OctoServ™ Promise	Benefits	Warranty Timeline
Economy	<ul style="list-style-type: none"> <li>Firmware Revision updates</li> <li>OEM Specified modular replacements</li> <li>OEM Specified Functional Testing</li> <li>Product is delivered with warranty</li> </ul>	<ul style="list-style-type: none"> <li>Approximately 6-8 weeks turnaround</li> <li>Customer does not incur shipping costs to ship to OEM remanufacturing center</li> </ul>	06 Months on Repaired Unit
Standard	<ul style="list-style-type: none"> <li>Leverages repair parts availability if available in OctoServ Centre</li> <li>If repair parts are not available at OctoServ Centre, backordering is initiated</li> </ul>	<ul style="list-style-type: none"> <li>Receive loan unit Typically Same day or with-in up to 2 days</li> </ul>	12 Months Repaired Unit
Priority	<ul style="list-style-type: none"> <li>Leverages exchange HUB inventory</li> <li>Strategically located spares: Customer premises/OctoServ Centre maintained</li> </ul>	<ul style="list-style-type: none"> <li>Next day shipping</li> <li>Free return of failed unit</li> </ul>	12 Months on Entire Unit

# Stay One Step Ahead with **OctoServ™** Preventive Maintenance –



Our team understands the importance of a VFD for a machine and provides you with exclusive VFD preventive maintenance. VFD preventive maintenance service includes a complete inspection of your drive. OctoServ™ experts conduct a visual inspection of the device, clean it with dry compressed air, check its connections for the right torque, and replace the parts that are faulty. It is advisable to get such maintenance carried out at least once a year to ensure that your VFD is running smoothly and to ensure its longevity.

## Product Focus –



PowerFlex  
Variable Frequency Drives –  
LV & MV  
Industrial Motors



Motion Control  
Actuators  
Kinetix Servo Drives  
Encoders  
Servo Motors





## Contact

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For OctoServ to give a comprehensive diagnosis of your asset, please include the nameplate (OEM and Model Number clearly visible) and images from different angles with your query.

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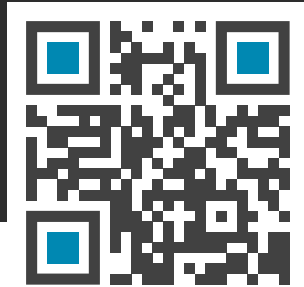
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