

WORLDWIDE CUSTOMER SERVICE NETWORK

STAMFORD AC generators rarely draw attention to themselves. While they may be in some of the harshest environments in the world - the fact remains that their performance and dependability are unsurpassed. Years of experience in design and manufacture sees to that. But when help is needed, it is readily available... anywhere in the world - night or day.

It starts with specification and installation, with assistance and advice to provide precisely the right generator that the job demands. It continues through commissioning and into after-sales, service and support.

► TECHNICAL SUPPORT AND AFTER SALES SERVICE

STAMFORD service engineers are experienced professionals with extensive training in electrical, electronic and mechanical operations. They in turn, are supported by a worldwide parts and service network.

Our global service network offers:

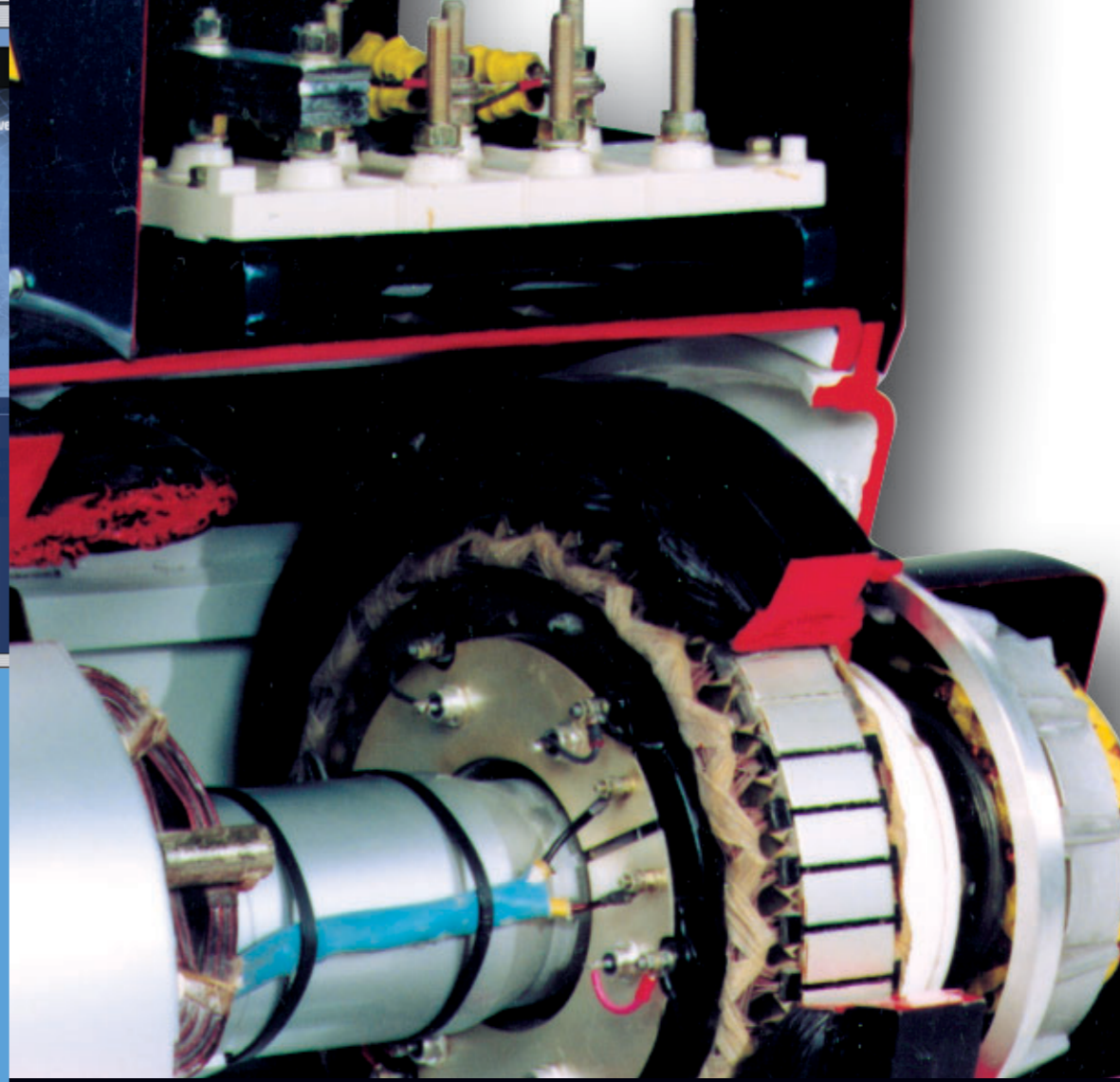
- 24 hour response to service emergencies - 7 days a week every day of the year (+44 1780 484732)
- Commissioning of generators on site
- Onsite bearing maintenance and bearing condition monitoring
- Onsite insulation integrity checks
- AVR and accessories set up on site
- Trained engineers available locally, speaking local language

WORLDWIDE CUSTOMER SUPPORT CONTACTS FOR STAMFORD, MARKON AND AVK AC GENERATORS, 1KVA TO 30,000KVA

PRODUCT	AREA	TECHNICAL SUPPORT Service/Warranty Maintenance/Repair Quotes	SPARE PARTS	PRODUCT	AREA	TECHNICAL SUPPORT Service/Warranty Maintenance/Repair Quotes	SPARE PARTS
	WORLDWIDE	Norbert Steller (Ingolstadt) Tel. +49-(0)841792 163 Fax. +49-(0)841-792 195 Mobile +49-171-221 9453 n.steller@newage-avkseg.com	Gunter Erk (Dreieich) Tel. +49-(0)6103-5039 72 Fax. +49-(0)6103-5039 95 g.erk@newage-avkseg.com	 	NORWAY SWEDEN DENMARK FINLAND BALTIC STATES RUSSIA	Jan Jakobsen (Oslo) Tel. +47-(0)22-9744 37 Fax. +47-(0)22 9744 45 Mobile +47-(0)934-54363 j.jakobsen@newage.no	Jan Jakobsen (Oslo) Tel. +47-(0)22-9744 37 Fax. +47-(0)22 9744 45 Mobile +47-(0)934-54363 j.jakobsen@newage.no
 	UK +ALL AREAS NOT COVERED BY LISTED BELOW POINTS	Sarah Nicholls Tel. +44-(0)1780-484 767 Fax. +44-(0)1780-484 104 Mobile +44-(0)780 1090 460 sarah.nicholls@newage-avkseg.com	Hans-Jürgen Spatz (Dreieich) Tel. +49-(0)6103-5039 58 Fax. +49-(0)6103-5039 95 j.spatz@newage-avkseg.com	 	NORTH AMERICA SOUTH AMERICA MEXICO CENTRAL AMERICA CANADA	Gary O'Malley Tel. 001-763-528-7301 ext 6 Fax. 001- 763-574 5082 Service Mobile: 001-612-616 8359 TOLL FREE: Tel: (1) 800-367-2764 TOLL FREE: Fax: (1) 800-863-9243 gary.b.omalley@newage-avkseg.com Paul DeCarlo Tel. 001-763-574-5704 Fax. 001-763-5745082 paul.decarlo@newage-avkseg.com	Judy Smith or Ryan Loso (Fridley / MN) Tel. 001-(0)763-528-7301 ext 2 or 7 Fax 001-(0)763-574 5082 judy.a.smith@newage-avkseg.com ryan.losos@newage-avkseg.com
 	WORLDWIDE	HOTLINE / HELPPDESK +44-(0)1780-484 732 newage.service-engineers@ newage-avkseg.com	Alan J. Sears (Stamford) Tel. +44-(0)1780-484 741 Fax. +44-(0)1780- 766 074 Mobile : +44-(0)771-8339 215 alan.j.sears@newage-avkseg.com	 	AUSTRALIA NEW ZEALAND SOUTH PACIFIC	Ian O'Callaghan Tel. +61-(0)2-9680 2299 Fax. +61-(0)2-9680 1545 Mobile +61-(0)412-886645 ian.ocallaghan@newage-avkseg.com	Ian O'Callaghan Tel. +61-(0)2-9680 2299 Fax. +61-(0)2-9680 1545 Mobile +61-(0)412-886645 ian.ocallaghan@newage-avkseg.com
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SUPPORTS SALES AND SERVICE PRESENCE IN OVER 60 COUNTRIES



customer service profile

Worldwide Customer Service



PARTS SUPPORT

STAMFORD parts distribution network offers exceptional customer service. We support our generators for a minimum of 10 years from the date of manufacture.

A large central parts inventory is maintained at the NEWAGE AVK SEG Parts Distribution Centre in the UK. Service parts are stocked extensively by our subsidiary companies and authorised parts stockists worldwide to ensure prompt local availability of key parts.

PRODUCT TRAINING

Product familiarity will ensure maximum productivity and optimum use. NEWAGE AVK SEG's Customer Support Department offers product training courses for engineers, sales, operators, service and support staff. Each course is individually tailored to suit the needs of the customer, the gen-set builder and the end user.

Product familiarisation courses, with a choice of training modules, including generator control systems, applications, trouble shooting, maintenance or other specific requirements are also available.

VIBRATION ANALYSIS TECHNOLOGY

NEWAGE AVK SEG pride themselves on having a durable, reliable product. Vibration Analysis Technology will ensure builders and end users have an optimal solution to the generator set design and installation. Vibration Analysis technology will assist both the gen-set builder and end users in proving the validity of the generator set during the prototype stages as well as solving end users vibration issues. This technology is a key for customers to improve the innovation and reliability of new and current product designs.

Vibration Analysis Technology from NEWAGE AVK SEG provides a competitive advantage.

Visit us at newage-avkseg.com

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