



SUPPORT SERVICES

Tailored service and maintenance contracts



SUPPORT SERVICES

- Installation and commissioning
- Remote and on-site support
- Maintenance contracts
- Training

BENEFITS



Fast response times



Reduced risk of delays and lost production



Easier replacement parts access



Sorion's equipment has an exceptional reputation for reliability and our extremely responsive engineers back this reputation.

Our support packages are designed to assist you in quickly resolving the issues that arise in a production environment.

We offer various levels of service from preventive maintenance contracts, field service on an as-needed basis to comprehensive 24 x 7 support contracts.



Remote access network links can be setup and supported to provide a greater level of support at reduced costs (reducing the need for expensive dedicated site engineers).

SUPPORT LEVELS

	Per Incident	Per Incident Account	Fully Budgeted
Remote support	✓	✓	✓
Access to new software releases		✓	✓
Management and performance reports		✓	✓
On-site technical support			✓

INSTALLATION AND COMMISSIONING SERVICES

We offer installation and commissioning services to correctly configure the equipment for your manufacturing processes.

Our application engineers can help to significantly speed up deployment and ensure that the new system performs safely and efficiently.

TRAINING

Training is key to teach your staff the practical skills and knowledge they need in order to be self-sufficient in the day to day management of the system.

We offer training courses at all levels on Sorion systems from basic operation and maintenance through to full authoring and deployment.

These courses are tailored to the customer's application and can be offered at our training facilities in Birmingham or on-site as required.

INSPECTION AND CALIBRATION

After the initial installation and commissioning of a facility, we offer our services to support your re-certification requirements.

Either as an individual service order or, optional, within our support contracts, we can provide a site inspection.

This consists of an annual inspection and report, of the installed equipment, on your premises, removing the need for you to return equipment for calibration checks.

All inspections and calibrations performed by Sorion meet the requirements of IATF 16949 including traceability, calibration records and instrument identification.

ABOUT SORION

Founded in 1990 and with equipment installed and operated by major OEMs and Tier 1 suppliers around the globe, Sorion Electronics has an established reputation for innovation, quality and reliability.

Your Partner for:

- Guided Assembly Process Control
- End of Line Test Systems
- Ruggedised Electrical Connectors & Harnesses
- Quality and Traceability Reporting
- Electronic Product Design and Development



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THE SORION SOLUTION



Installation and commissioning



Training courses



Inspection and calibration



Support team

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