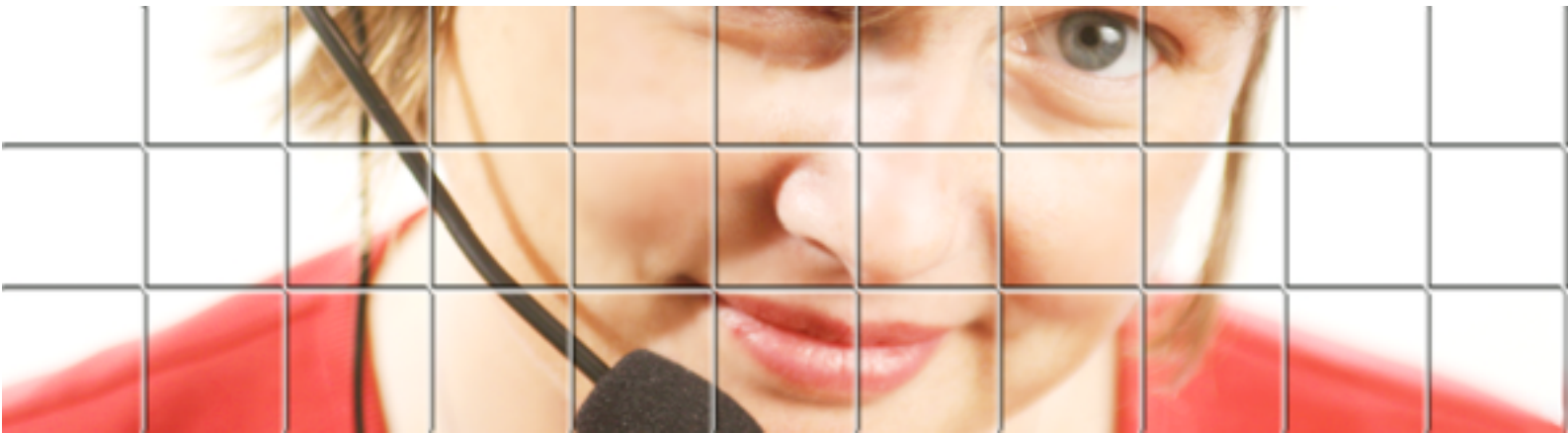


THYCON

Est. 1968



Thycon Services

Introduction

Thycon offers expert services to maintain and upgrade our products and to address any other power quality and power control needs you may have.

Key services include:

- preventive maintenance / extended warranty
- refurbishment and upgrade programmes
- remedial service
- engineering services

Adaptable to customer needs

Local design and manufacture means we can modify our products to meet specific customer requirements quickly and efficiently. Modifications can be made during production or on site as required.

Preventive maintenance services

The most effective method of ensuring product reliability is through regular preventive maintenance. Thycon offer several levels of preventive maintenance cover backed by an online service programme that permits inspection without interfering with the equipment's normal operation.

Refurbishment and upgrade programmes

Thycon equipment is built to last and many of our field units have exceeded 20 years of continuous service. As technology advances we are able to incorporate innovative solutions to improve the performance and capabilities of underlying proven systems.

Refurbishment programmes allow us to incorporate new technologies and to address issues of component obsolescence without the costs associated with a total equipment replacement.

Easy upgrades through modular design

Upgrades of Thycon products such as transformer input isolation, input harmonic filtering, input power factor correction and 12 or 24 pulse operation are easy and cost-effective due to their modular design. Upgrade modules can be incorporated without major re-working of or disruption to existing installations.

As we evaluate and improve our product range we take great care to ensure that all current models are backward compatible. This means customers can enjoy the advantages of technological improvements as soon as they become available.

Remedial service

Remedial service is available 24 hours a day, 365 days a year. Thycon engineers, with priority access to genuine replacement parts, are available Australia-wide to ensure prompt and effective service.

Engineering services

For nearly 40 years Thycon has provided Australian companies with engineering advice on and solutions to:

- power quality issues such as voltage surges, sags, spikes, flicker, brownouts and blackouts; low power factor; high harmonics and severe notching
- power control requirements such as voltage, current and frequency conversion; power rectification and power inversion

We are experts in providing answers to power factor and harmonic issues. Thycon Engineering Services can perform a detailed analysis of your site power situation and remedy any problem with practical and economical solutions.

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Preventive Maintenance Services



Preventive maintenance services

Thycon delivers two levels of preventive maintenance service via a variety of programmes to suit your specific needs.

Online service

Our Online Service is based on the recognition that shutting down a customer's system is rarely a simple matter.

Incorporating a web server into your system allows you to interrogate your equipment using web-based software via your intranet. Your Thycon product can then automatically notify Thycon via email of any critical alarm.

A fast response is guaranteed by our 24-hour emergency escalation service, which allows us to inspect your system without interfering with its normal operation. We can interrogate the equipment's past and present performance, operating parameters and battery condition and provide a detailed report of our findings.

Regular remote Internet interrogation can also be included with your maintenance agreement and enables Thycon to provide secure, non-intrusive feedback on the state of your system.

Offline service

The Thycon Offline service is a more intrusive examination and involves the complete shutdown of the equipment.

We verify the power, control and alarm systems and perform mains failure simulations and battery discharge tests for UPS applications. A final report summarises the findings, raises matters of concern and makes upgrade recommendations.

Preventive maintenance programmes

Thycon offer different levels of preventive maintenance cover:

- Basic
- Standard
- Extended Warranty

Each uses a combination of online and offline services.

Basic maintenance

This agreement incorporates:

- a set number of service visits based on the equipment type, age and environment
- 24-hour priority emergency telephone support
- optional remote monitoring and interrogation

Standard maintenance

An extension of the Basic programme, it provides:

- a set number of service visits based on the equipment type, age and environment
- 24-hour priority emergency telephone support
- optional remote monitoring and interrogation
- 24-hour remedial labour in the event of a breakdown

Extended warranty maintenance

Our highest level of maintenance cover can provide lifetime warranty of the Thycon product.

It includes:

- a set number of service visits based on the equipment type, age and environment
- 24-hour priority emergency telephone support
- optional remote monitoring and interrogation
- 24-hour remedial labour in the event of a breakdown
- software updates
- parts (excluding batteries)
- consulting services
- training of site technical staff

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