After-sales service for relay protection devices



Overview

After-Sales Service & Commitment After the equipment is put into operation normally, we guarantee the quality guarantee period within 12 months and guarant.

Key Takeaways

After-sales service in the relay protection industry ensures reliable operation, maintenance, technical support, and lifecycle management of protection and control relays.

Key Components of After-

Sales Service

Installation and Commissioning Support: Experienced engineers assist with on-site installation, commissioning, and debugging to ensure relays operate correctly from the start. Technical guidance is provided to explain procedures and methods, and any errors caused by service personnel are fully addressed by the provider (Shenler). Spare Parts and Warranty: Companies guarantee the availability of spare parts throughout the product's warranty period and lifespan.

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Defects in design, materials, or workmanship are repaired free of charge, including replacement of parts or product updates. Preventive and Corrective Maintenance: Regular maintenance and testing, following manufacturer and industry standards (NETA, NERC, NFPA), ensures relays function properly, reduces service disruptions, and prevents costly outages or equipment damage. Preventive maintenance can include inspection, testing, and fault detection to extend relay life and improve reliability.

Lifecycle Services: Leading providers like ABB offer comprehensive lifecycle services, including modernization, upgrades, and technical support for relays of all ages. This includes training, customer support, and maintenance to ensure relays remain efficient, safe, and compliant throughout their operational life. Technical and Application Support: After-sales service includes guidance on correct relay configuration, parameter settings, and troubleshooting.

Support is available locally or from factory experts, helping customers optimize protection schemes and analyze disturbances to restore power supply efficiently. Quality Assurance: Equipment is inspected for quality, specifications, and performance before delivery. Providers ensure compliance with ISO9001 standards, proper installation, and reliable operation, guaranteeing that relays meet contractual and technical requirements.

Benefits of After-Sales Service

Enhanced Reliability: Ensures relays operate correctly, protecting personnel, equipment, and the power system. Reduced Downtime: Preventive maintenance and rapid technical support minimize unscheduled outages. Cost Efficiency: Proactive maintenance and spare parts availability reduce emergency repair costs.

Regulatory Compliance: Documentation and testing support adherence to industry standards. Extended Equipment Life: Lifecycle services and modernization improve relay longevity and performance. In summary, after-sales service in the relay protection industry is a comprehensive approach that combines technical support, maintenance, spare parts management, and lifecycle services to ensure relays remain reliable, safe, and efficient throughout their operational life.

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Article Content

After-Sales Service & Commitment

After the equipment is put into operation normally, we guarantee the quality guarantee period within 12 months and guarantee the maintenance within the life of the equipment.

Life cycle services for protection and control relays

By storing the protection settings and configuration files online through our cloud service, they can be easily restored in the event of malfunction, repair or replacement of the relay.

Sertec Relay Services

Sertec Protective Relay Services buys and sells protective relays and specializes in extending the life of obsolete electromechanical protective relays by providing

After-Sales Service

We will happily perform the complex tasks in and around After-Sales Support and develop a customized service concept for you. In doing so, we pay attention to dependable obsolescence management to

Kingsine: Electrical Test and Measurement Equipment & Instruments ...

Our protection testing equipment ensures that protective relays and devices operate correctly, safeguarding electrical systems from faults and minimizing damage during electrical failures.

Protection relays

We are an independent, family-owned company with a focus on protection relays and arc flash protection systems. We are an agile companion with reliable delivery times, and all our products are

Homepage-NR Electric Co. Ltd

NR''s intelligent PAC with ease of use and utility to make deployment, operation and maintenance of protection systems as smart, flexible and reliable as possible.

Sertec Protective Relay Services | Buy, Sell, Repair Protective Relays

We buy, sell and repair protective relays. Specializing in extending the life of electromechanical protective relays of all types and manufacture from simple induction disk overcurrent relays to

Service and legacy product support

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Services for digital substation products Life cycle services for protection and control relays - full support from start to finish There are over one million ABB distribution protection relays of different ages in

Relays / Timers

Relays / Timers Relays and timers provide basic control at a very affordable price and have been a viable automation method for decades. Our general purpose industrial relays are a low-cost way of

AI Solutions April Updates

April update for partners covering new AI Business Solutions incentives, Copilot offers, skilling resources, events, and go-to-market updates.

Protective Relay Testing and Maintenance Overview

1. Visual and Mechanical Inspection Testing and maintenance of protective relays always begin with a comprehensive visual and mechanical inspection. If the circuit to be tested is in service,

Protective Relay Maintenance | Vertiv Maintenance Services

Product Family Protective Relay Maintenance and Testing In its 30-plus year lifespan, a protective relay may only need to operate for a fraction of a second. But when it''s needed, it has to perform.

After-Sales Service & Commitment

After-Sales Service Customers can participate in the on-site inspection of the performance and quality of the manufacturing process, raw materials, and parts, and participate in the product delivery test for

Reyrolle protection relays

The comprehensive range of Reyrolle products provides the total protection requirements of distribution markets and industrial applications – ranging from overcurrent protection via transformer protection

Extensions, upgrades and retrofits

Extensions, replacements, upgrades and retrofits ABB relay service support for the entire life cycle ABB offers services to evolve or upgrade to next generation hardware and software of protection and

Protection Relay Testing

Reliably working protection relays are key in modern energy systems. Read on to learn about best practices, challenges, and trends in protection testing.

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Introduction to Protective Relaying | Electric Power Measurement and ...

Introduction to Protective Relaying What are Protective Relays, or Protection Relays? Protective relays are used in industrial power generation and supply systems to open and isolate branch circuits in the

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This document is for preliminary research. Verify specifications against current standards, product documentation and project requirements.

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