

GEM80 SUPPORT POLICY

The Regional Business Centre (RBC) are business units within Converteam UK Ltd and is the design authority and manufacturer of GEM80 PLC equipment.

The GEM80 range is a key product for the RBC and is an important part of the total sales of products and services from Converteam.

It is the intention of the RBC to continue to promote, sell and support GEM80 well into the future. This strategy is based around the latest GEM80-400 and 500 controllers with its associated peripheral equipment, such as GEMTEQ I/O.

Product Support

The GEM80 range is supported at 3 levels within the company: -

The first level of technical support is provided by our local PLC specialists.

Secondly, the factory repairs department has a further team of Test Engineers who are responsible for repair and upgrade work to the range.

Finally, our Product Engineering Department is dedicated to supporting the product at hardware and software level. We have a team of experienced design engineers in this role. A key part of this role is the maintenance of the product in terms of component obsolescence. This is an on-going process that involves finding suitable alternative parts or by re-designing modules as appropriate. Product certification to UL and CSA standards is maintained.

The RBC network provides full 24 hour / 7 days a week service contracts, providing technical support on all products, regardless of age.

Product Availability

Product enhancement and component availability has lead to continued development of the GEM80 range. Following removal of individual products from the price lists, equipment will be supported for maintenance reasons by Converteam for a further period of up to 10 years.

The RBC will endeavour to repair products regardless of age and also carries stock of refurbished items for use as spares.

In the event that very old equipment is not available due to component obsolescence then we strongly advise an upgrade to GEM80-400 or Gem80-500 models. Please contact us for details.

Future Products

The factory at Kidsgrove continues to develop and enhance the GEM80 range and has introduced many products to the range over recent years.

As we have a policy of continuous development, it is expected that further features will be launched by the end of 2011.

In summary, GEM80 continues to be supported by Converteam as a key product within the Regional Business Centres. The compatibility of current and existing products allows cost effective product upgrades. Customers are recommended to upgrade older GEM80 models to the latest controllers, to enhance system performance and provide the best economic solution for existing users.

Graham Reynolds

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