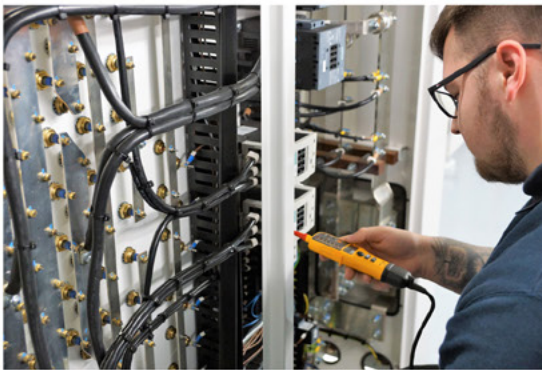
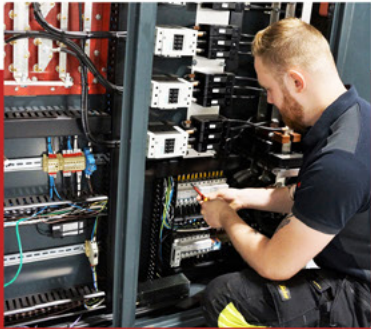




**WORLDWIDE
LOAD BANK
SPECIALISTS
SINCE 1983**

■ SERVICE





Crestchic Service

Easy, efficient equipment
maintenance and servicing

Crestchic's load banks are known for their long service life.

However, even the most reliable and durable equipment can benefit from preventative maintenance and safety inspections to ensure continued safe and reliable operation.

Servicing from a qualified technician will help to keep your load bank in peak condition with regular maintenance and software upgrade visits scheduled at your convenience.

The importance of load bank maintenance

Correct simulation of normal site loading conditions

In order to accurately simulate the power that would be consumed by the site or application from a standby or emergency power supply, such as a generator or UPS, load banks should be serviced at regular intervals.

Proper servicing will thoroughly test the function of all switches, protection devices, phase rotation relays, resistive elements, and temperature sensors, ensuring accurate simulation of normal site loading in the event of mains power loss.

Increase uptime and accuracy

Load banks have an extremely long service life. However, just like any other electrical equipment, if not maintained properly, a load bank can fail.

Regular servicing and maintenance can help you to keep your load bank operating as it should, for longer.

Regular preventative maintenance by Crestchic's trained engineers will help prevent possible equipment failure by reporting any potential component faults or wear, prior to a complete failure.

Meet health and safety requirements

To operate safely and efficiently, load banks must be properly sited, and located in a well-ventilated area.

Crucially, they must be free from debris that could block the air inlet or outlet grilles. Regular servicing from trained and experienced service technicians can highlight any potential issues before they arise.





Why choose Crestchic?

Expertise you can trust

Crestchic Loadbanks has been designing and manufacturing load banks since the early 1980s. Our experienced engineers know load banks inside and out, allowing us to offer unrivalled load bank service and maintenance packages, delivered by highly trained technicians. By opting to use our team to maintain your load bank, you're tapping into expertise and experience that is second to none.

Flexible and easy to work with

We offer a range of cost-effective, flexible turnaround times and maintenance schedules that meet your requirements. Our standard contracts are offered over a period of 3 or 5 years, including routine service visits scheduled annually or biannually (depending on usage).

Simply speak to the team to find out more.

An end-to-end solution

We are the load bank experts. We research, design, manufacture, sell, rent and service load banks worldwide.

What's more, we're happy to engage in consultative partnerships, building load banks and service packages that meet exacting customer specifications.

Accurate to UKAS and ISO standards

Our data module calibration service ensures that the applied electrical load is accurate over a 12-month period, with traceability to UKAS laboratory standards.



Crestchic Service Contracts, for complete peace of mind



Contract customers benefit from a priority service from the Crestchic Service team, including:

- **Free engineering support:**

As a customer, you'll benefit from technical advice over the phone, discounted rates on service visits and priority site intervention in the case of equipment failure.

- **Software upgrades:**

Keeping software up-to-date offers improved performance and extra function. Our contracts include internal load bank software updates and new releases of PC software.

- **Hardware upgrades:**

We work with customers to upgrade and replace obsolete parts, avoiding possible load bank down-time due to unavailability of parts for equipment that is 10+ years old.

Crestchic Load Bank Commissioning Video



Ben Woodward
Senior Service Engineer



Scan here to view our official load bank commissioning video



The Crestchic Service Promise

Load banks should only be maintained by trained technicians, which is why we promise that every service completed by our team will include the following checks.

Standard Service Schedule

Canopy/Container Exterior

- Test exterior for rusting. Test all doors and hinges, grease where necessary and test for water ingress. Test lifting eyes and castors (where fitted).
- Test control sockets and emergency stop(s). Test warning lamps and warning labels.
- Test air intakes and exhausts are clear.

Mechanical Tests

- Test all electrical connections for tightness. Test all cables and crimped connections for signs of damage or overheating.
- Test all elements and supports for signs of damage/rusting.
- Test all fans for tightness, rotation and bearing noise/movement. Test fan air flow switches for operation.
- Test all fuses for continuity.
- Test all contactors for damage.

Electrical Tests (Isolated)

- Test function of all switches, fan overloads, phase rotation relays, temperature sensors.
- Measure and record resistive and reactive (where fitted) resistances.
- Measure and record insulation resistance between individual phases and earth.

Electrical Tests (Auxiliary Power Required)

- Test running unit for fan noise, vibration and air flow.
- Enable each load step and check contactors for noise.
- Test all associated emergency shutdowns.

Electrical Tests (Test Source Required)

- Load test each step individually and record phase currents using calibrated instruments.
- Test and record equipment instrumentation (where fitted).

Other Tests

- Fully clean unit internally.
- Replace perishable items where fitted (air filters, lamps etc).
- Test function of anti-condensation heater(s).
- Test all internal earthing is connected.
- Software upgrade to latest compatible version included.

All small items such as fixings and cable ties included in cost, air filters (where fitted) also included. Full detailed report listing any items failed or damaged requiring further attention will be submitted to the customer.

Global Offices



CRESTCHIC (UK) Ltd.

Second Avenue, Centrum 100, Burton-on-Trent DE142WF.
United Kingdom

Tel : +44 (0)1283 531645

Email: sales.uk@crestchic.com

www.crestchicloadbanks.com

CRESTCHIC (UK) Ltd.

Southern Office, Unit 35, Rochester Airport Industrial
Estate, Laker Road, Rochester Kent, ME1 3QX

Tel : +44 (0)1634 864064

Email: southern.uk@crestchic.com

www.crestchicloadbanks.com

CRESTCHIC Ireland Ltd.

Unit 5 & 6, Frank Haley Ind Est, Grannagh,
Carrigeen, Via Waterford. X91E406

Tel: +353 (0)12 99 03 34

E-mail : sales.ie@crestchic.com

www.crestchic.ie

CRESTCHIC France SAS

15 avenue Condorcet, 91240 – Saint Michel Sur Orge
France

Tel : +33 (0)1 69 25 94 34

E-mail : contact.fr@crestchic.com

www.crestchic.fr

CRESTCHIC Belgium

Schaliehoevestraat 10, 2220 – Heist-Op-Den-Berg
Antwerp, Belgium

Commercial : +32 1 57 93 879 **Service :** +32 1 57 93 881

Email: info.be@crestchic.com

www.crestchictransformers.com

CRESTCHIC Germany GmbH

Karl-Heinz-Fräger Str. 1
34376 Immenhausen, Germany

Tel : +49 (0)5 67 3913 787

E-mail : lastbank.de@crestchic.com

www.crestchic.de

CRESTCHIC Middle East

FZE, PoBox 262519, Jebel Ali.
United Arab Emirates

Tel : +971 4 8818 655

E-mail : info.me@crestchic.com

www.crestchicloadbanks-me.com

CRESTCHIC Singapore

No.8 Tuas South Street 11,
Singapore 637093

Tel : +65 6 2653 323

E-mail : adrianyap@crestchic.com

www.crestchicloadbanks.com

CRESTCHIC China

Room 1915, Building B Far East International,
No.317 xianxia Road, Changning District, Shanghai City

Tel : +86 (510) 876 68627

E-mail : terryli@crestchic.com

www.crestchicloadbanks.com

CRESTCHIC USA

(North America)

United States of America

E-mail : sales.usa@crestchic.com

www.crestchic-usa.com



www.crestchicloadbanks.com

The information given in this literature is, to the best of our knowledge, correct at the time of going to print. However, Crestchic is constantly looking at ways of improving their products and services and therefore reserve the right to change, without prior notice, any of the data contained in this publication. Any orders placed will be subject to our Standard Conditions of Sale or Hire (as applicable), available on request.

Registered Address: Crestchic (UK) Ltd, Second Avenue, Centrum 100, Burton-on-Trent, DE14 2WF

Crestchic has direct sales and rental offices in UK, Ireland, North America, Singapore, Germany, Belgium, France, China & UAE.

For further information contact:

Crestchic (UK) Limited
Third Avenue, Centrum 100
Burton-on-Trent,
DE14 2WF
United Kingdom

Tel +44 (0) 1283 531645
Fax +44 (0) 1283 510103
service.uk@crestchic.com

When calling select **option 1**, then **option 1 again** to be directed to the service department.

