



ELECTRIC MOTOR FIELD SERVICE:
Is It Right for Your Facility?



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Maybe one of your motors has gone down and you need help ASAP, or you know you've got planned maintenance coming up and you'd like to have it done by professionals. You've heard that field service might be the answer to your problem.

But is field service right for you?

And if it is, what should you look for? *Read on to find out!*

What Leads to a Need for Field Service?

A host of things can lead you on a search for a reliable company and experienced field service for the motors, pumps, and rotating equipment your facility depends on.

You may have heard a loud pop from a motor winding, noticed a bearing is way over-temperature, or struggled with a catastrophic motor failure that's brought your electric motor powertrain to a grinding halt. It may be you've got planned maintenance that your staff just can't handle right now, or you need to pull a motor and install a replacement and they just don't have the experience to handle it safely and quickly.



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Problems That Field Service Can Solve

With field service, the motor repair and maintenance experts come to you. Technicians can address especially critical areas and solve numerous problems on site, including:

- + Helping you recover from a breakdown.
- + Identifying when a breakdown is impending.
- + Performing scheduling maintenance to avoid a breakdown.

Typical Field Service Maintenance Tasks

It may be that you don't have the staff or time to perform the routine maintenance that is needed to keep your motors running safely and efficiently. Or you'd like to schedule the maintenance you know your motors need.

On-site motor inspections and preventative maintenance offer a number of services and benefits. These most often include:

- + 24-hour emergency service.
- + Motor removal, repair, and reinstall.
- + Troubleshooting.
- + Electric motor testing such as PdMA or Baker.
- + Motor alignments.
- + Dry ice cleaning.
- + Brush maintenance.
- + Motor condition inspections.
- + Lubrication and greasing programs.
- + Inventory with audits and surveying.



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- + Bearing changes.
- + Babbitt bearing inspections and repairs.
- + Motor controls testing and troubleshooting.

Emergency Repairs

Motors, pumps, and other rotating equipment are eventually going to have issues. When that happens, you need emergency repairs.

On-site emergency repairs typically include:

- + Troubleshooting your motors, pumps, and rotating equipment electrically and mechanically.
- + Gathering emergency vibration data.
- + Tracking down the cause of failure.
- + Recommending a cause-based course of action.
- + Performing necessary repairs with validation testing.

Most motor repair professionals offer 24/7 emergency repair service and do their best to arrive at your site as soon as possible.

Arrival and repair times may depend on:

- + The time of contact.
- + Distance from your site to the repair facility.
- + Field service technician availability.
- + Access to on-site repair equipment.



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Scheduled Downtime and Turnkey Services

Scheduled downtime doesn't just apply to planned maintenance. It also applies to planned repairs, retrofits, rebuilds, and installations.

Some rotating equipment repair shops also offer turnkey services, including:

1. **Pulling** a motor or pump for you.
2. **Performing** necessary repairs or helping you locate a replacement or retrofit.
3. **Installing** the repaired, replacement, or retrofit motor, pump, or other rotating equipment.

If you can find a company that performs a turnkey service without treating it as three separate service calls, all the better.

Field Service Technicians

When your motor goes down or needs maintenance, it goes without saying that you need someone who is highly qualified. Your best bet is selecting a field service team that is **accredited by the Electrical Apparatus Service Association (EASA)** where the field service team is well versed in industry best practices. In addition to being committed to the reliability of your machines, the technician should be able to work in your facility without causing major disruptions.

Keep in mind that finding a good field service goes beyond finding someone who can get your motors, pumps, and rotating equipment running as soon as possible. The technician should also be focused on



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tracking down the root cause of the problem rather than addressing its symptoms. This is critical for long-term cost savings, uptime, and your peace of mind.

Key Things to Look for When Considering Field Service

When you're trying to decide which field service provider is right for you, there are several key elements to consider.

Focus on Reliability

For your equipment to be reliable, you need repairs that go beyond getting your system up and running. You should expect to receive repairs that last and don't have to be repeated over and over.

One way to tell if a motor repair service provides truly reliable service is to look for **EASA** accreditation. You can also look for shops that work with the Society of Maintenance and Reliability Professionals (**SMRP**) and have team members who have received **CMRP** and **CMRT** maintenance and reliability certifications. Another good sign is a long-standing relationship with ReliabilityWeb.com and team members that have received their **CRL** certification.

Safety and Minimal Disruption

When you have technicians on-site, you have every right to expect them to respect your safety practices and follow the OSHA and environmental regulations that apply to their work. Included in this is the safe handling and appropriate disposal of any oil, grease, and cleaning compounds. Field service technicians should also be able to perform these tasks without putting any of your employees at risk.



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Root Cause of Failure

There are many shops that will work around the clock to get your motor running. If the technician doesn't track down the root of your problem though, it will just happen again. To keep your facility running smoothly with minimal downtime and production line disruption, you simply cannot afford to make the same repairs over and over.

Specialized Team Approach

Some of the motor repair shops that offer field services have a dedicated team of engineers and technicians who only do field service calls. The on-site teams are distinct from predictive services as well as in-house repair, vibration and thermography, and maintenance teams. While specialized, these field service professionals have worked in these areas and combine a strong foundation of hands-on experience and skills that have been finely tuned for providing effective field service.

HECO Field Services

At HECO, we focus on reliability, practice safety, cause minimal disruption, track down and address the root cause of failure for motor repairs, and offer field service as a specialized division within our company.

The HECO Field Service team will ask quite a few questions, provide detailed documentation of what they do, and help you keep everything running smoothly. You can count on us for maintenance and repairs that support the reliability of your motor-driven powertrain system.



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Whether you're dealing with a sudden motor failure in the middle of the night, need a complete motor turnkey service, or looking for assistance with planned maintenance, HECO Field Services is here to help.

We'll make sure it's **All Systems Go** with your electric motors, pumps, and rotating equipment!