

Premium Technical Services for NYC

Field Services | Factory Training | Premier Support Plan (PSP)

Premium return on investment — in the field, at the factory, on the phone

At MCE, we are committed to ensuring that our New York City area customers have access to the support and training resources they need — when and where they need them — to successfully install, service and maintain MCE controllers, door operators and peripherals. MCE premium support and training will improve your knowledge of our products — improving your return on investment.

Field Services

MCE Field Services bring technical support and training to your location or job site. You benefit by learning to correct problems with a single visit, lowering callback labor costs and reducing downtime — leading to higher customer satisfaction and job retention.

Field technical training

MCE will tailor a program to meet your individual needs. Onsite technical training is a cost effective way to train your personnel on the equipment they work with every day.

Field troubleshooting support

Save on the high labor and material costs of tracking and resolving difficult problems. MCE field troubleshooters come to you — ensuring quick problem resolution and keeping customer satisfaction high.

Project audit

An MCE factory-trained technician will evaluate, measure, and optimize the performance of recently installed and existing MCE controllers. Your elevator mechanics will receive hands-on initial and final adjustment training, providing the skills they need to service the equipment independently. An audit report will be provided that summarizes MCE observations and includes recommendations to improve equipment operation and extend service life.

Job site survey

A job site survey after you are awarded the job can save significant time and money. MCE Field Services can assist in collecting survey data. Detecting potential problems early in the process positions the job to make higher margins.

Field adjustment and startup training

MCE field adjustment and startup training accelerates first-car startups and high-speed adjustment. Save days of installation and adjustment labor on the present job and provide your mechanics with valuable skills for the future.

For more information about MCE Field Services in the New York City area, call Lynda Marchese at 718.417.3131.

Maintenance and troubleshooting advantages

- Fix it right the first time — the number one issue with customers
- Lower labor cost on callbacks — through better knowledge of controls and diagnostics
- Lower material cost — replace the right part the first time
- Higher customer satisfaction — less downtime
- Higher job retention — better margins

Installation and adjustment advantages — save labor dollars when you:

- Know where to start
- Know where to find information you need
- Understand the control system and drives
- Make efficient use of prints and manuals

Installing units more efficiently means higher customer satisfaction and fewer problems for your service department — which translates to improved profits.

www.mceinc.com

800.444.7442
916.463.9200

MCE
Motion Control Engineering®

A Kinetek Company®

The leader in non-proprietary controllers, technical services and repair solutions for elevator modernization.

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Factory training

MCE Factory Technical Training classes pay big dividends by teaching installers, adjustors and maintenance professionals about MCE controllers before they actually work with them. Learning correct techniques and methods in a simulated training environment—rather than on the job—will keep your expenses low, and your return on investment high.

MCE Factory Training will improve your Return on Investment (ROI) through:

- Improved labor efficiency
- Better elevator operation
- "Tips and Tricks" from control experts
- Time and labor saving resources and capabilities

Factory training classes

MCE Factory Technical Training classes provide students with a better working knowledge of installation, operation and maintenance practices for MCE controls.

Classroom lectures are combined with a state-of-the-art lab setting to provide optimum results and retention of information. Most classes take place over a two-day period and include small group hands-on sessions and one-on-one time with an MCE technical instructor for full adjustment of selected controller types. Plus, the classes focus on A17.1-2004/ B44-00 compliant equipment training.

Class curriculum includes:

- Controller functions
- Computer diagnostic tools
- Job print reading
- Pattern generation and fine tuning
- AC and DC drive adjustment
- Signal tracing
- Landing selector systems
- Sequence of operation
- Machine and rotating equipment concerns

MCE installation classes are scheduled upon request. They can be conducted at MCE's headquarters or at the job site.

Contact Lynda Marchese at 718.417.3131 to learn more about MCE factory technical training.

Premier Support Plan (PSP)

MCE introduced the Premier Support Plan (PSP) for customers looking for the highest level of customer technical support. PSP is a superior plan that bundles MCE's most requested services and provides them at substantial discounts, including:

- Toll-free technical support service
- Portfolio-wide extended warranty for all MCE manufactured components and boards
- Preferred rates for MCE Field Services
- No charge for MCE factory training classes
- Preferred rates for custom engineering or software/hardware modifications
- Unlimited telephone hotline support for all jobs in customer's maintenance portfolio
- No charge drive exchange (System 12)
- No charge on expedited repair service for non-exchange drives
- No charge on freight when we send you MCE repaired or exchanged items

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