

# Generator Service & Repair



IMS Systems, Inc.

519 Myoma Road  
Mars, PA 16046  
USA

Office: +1 (724) 772-9772



# Service, Made in USA

IMS Systems, Inc. is pleased to offer generator services and repairs at our facility in Mars, Pennsylvania.

## WHAT WE OFFER

IMS Systems has installed new equipment to offer our customers a wider range of services and repairs.

### Generator services include:

- Inspection
- Preventative maintenance
- Repair

These can be combined in various ways to offer the best solution for you and your equipment.

### What this means:

- Faster turnaround-time
- Less downtime for the customer
- Increase in equipment availability

**IMS Systems Repairs**  
+1 (724) 772-9772  
repairs@imssystems.com

- Get in contact via email or phone for generator services
- We will accurately assess your information and return with a quotation

When requesting services, please have the project/order number and a description of the fault available

## PROCESS

Whether the generator is sent in for maintenance or due to failure on-site, our preliminary testing will determine the best course of action.

### Pass

- Receipt of generator
- Preliminary test *passed*
- Replacement of oil
- End test

### Fail

- Receipt of generator
- Preliminary test *failed*
- Diagnosis of error codes
- Repair
- Replacement of oil
- End test

All of our testing and the working-condition of the generator will be supported by detailed documentation, prepared by our dedicated technicians.

## ELIGIBILITY

Generator Service and Repair is offered for the *E-platform* of XRG-type generators.

To find out if your generator is eligible for service and repair at IMS Systems, get in touch today!

Our Repairs-Department will determine the best course of action.

---

# Repair Levels

## LEVEL 1: CONTROLLER REPAIR

This level of Repair is performed when one of the major electronic components of the XRG's Controller section has been determined to be faulty or broken.

- All Circuit boards are replaced
- New supporting electronics components are installed
- HVM (High Voltage Module) portion of the generator is inspected
- The HVM receives new insulating oil
- 12 hour Final Performance Test is performed to prove repair and reliability of generator
- External case components replaced when deemed necessary due to condition
- 6 MONTH WARRANTY

## LEVEL 1: HVM REPAIR

This level of Repair is performed when one of the major electronic components of the XRG's HVM has been determined to be faulty or broken.

- All Controller Circuit boards and components are inspected
- External case components replaced when deemed necessary
- HVM (High Voltage Module) is replaced
- Original controller installed
- 12 hour Final Performance Test is performed to prove repair and reliability of the generator
- 6 MONTH WARRANTY

## LEVEL 2: CONTROLLER/HVM REPAIR

This level of Repair is performed when one of the major electronic components of the XRG's Controller section & HVM has been determined to be faulty or broken.

- All Circuit boards are replaced
- New supporting electronics components are installed
- External case components replaced when deemed necessary
- HVM (High Voltage Module) is replaced
- 12 hour Final Performance Test is performed to prove repair and reliability of the generator
- 6 MONTH WARRANTY