



At Longo, Field Service is not merely a small support function, but a fully integrated aspect of our customer response team.

Field Service now encompasses a much broader scope of customer services from predictive analysis, detection and repair on-site, to removal and installation.

Field Service is just one part of Longo's electrical-mechanical sales and service program that includes

- MOTORS/DRIVES
- PUMPS
- SWITCHGEAR
- FANS/BLOWERS
- CIRCUIT BREAKERS

Longo Field Service teams are staffed by fully trained technicians with on-call engineering back up...so whatever the situation...*Longo responds.*



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field service

We remove, repair, install, service, test, analyze, balance...

24/7

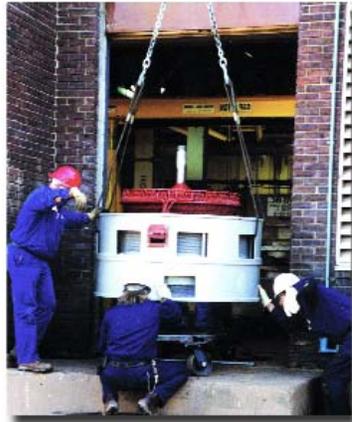
"We've been there...done that!"



PRESORTED
STANDARD
U.S. POSTAGE
PAID
E-HANOVER, NJ
PERMIT NO.5

LINE-TO-LOAD

Our dedicated field technicians have the expertise to diagnose what is needed in order to get you back up and running. In contact with our engineering staff, the field techs make intelligent decisions on the spot, meaning there is no guessing when answers are needed.



Each field job has its own concerns and problems. The safe, secure removal of motors, pumps and other equipment, regardless of size and location, is paramount. Crews and equipment are matched to jobs based on experience and capability. Utilizing lockout/tagout procedures, Longo crews ensure that their work environment is secure before tackling any assignment.

Undersized cranes, trucks, etc. are not just a human safety threat, but they also jeopardize the safe removal, installation and transport of customers' units. A fleet of over 20 Longo vehicles, including a 6.5 ton crane and 27 ton flatbed truck, are available for prompt and safe response.

24/7

Over 50 years ago Longo saw the need for around-the-clock response to our customers, needs. That began Longo's **24/7** policy. At Longo, the **24/7** clock starts when you place a call to us, not when someone can get there, not when you can get the equipment to us and not "the next business day."

It is 3:50 AM and a cold hard rain had been pelting down for hours when a municipal pumping station loses one of its three pumps...

Our technicians have battled wind and freezing rain to complete a repair, not to mention remove and install motors, pumps, switchgear, transformers, etc. from all sorts of areas, even confined spaces such as the bellies of tankers. Whether you need switchgear repaired, a chiller motor changed in a hot boiler room, fan rebuilt or balanced atop one of NYC's skyscrapers, our crews can truly say, "Been there, done that!"

TESTING

Longo's on-site testing immediately picks up any pending dangerous situations that are not readily apparent. Damaged equipment and production down time are the modest end of the scale. It is difficult to explain the importance of this testing without sounding alarmist, but *electrical problems are well documented sources for destruction by fire.*

Thermal imaging, a quick, non-invasive method, determines immediate trouble spots and is also used to

develop base line data for future analysis. The color images require more than an uneducated glance to determine what should be hot and what should not. Our **certified** technicians provide a complete report analyzing all of the components and the severity of the findings. A followup survey, after any repairs or installation, is a simple way to ensure that all repairs have been successfully completed.

Thermal imaging found six critical hot spots in a plastics production facility that can only be repaired when they shut down a few hours on a Saturday night...

REPAIR

The hardest part of any on-site repair is finding related damaged parts and components that are tangential to the problem area. Longo's experience with on-site work coupled with our technicians' capabilities means very few surprises.



We have licensed electricians as well as trained mechanical crews that are up to any unforeseen problem. Anything from transformers and burned out cables to damaged controls are dealt with, so that repairs are not delayed.

INSTALLATION

Field service teams can install new and repaired equipment, provide laser alignment and vibration readings once the installation is complete, ensuring that not only is the motor up and functioning properly, but it is in harmony with its counterparts.



...the good guys in the white trucks!