

With Rotork actuators being used in increasingly diverse applications, support is fundamental to ensure the correct selection of suitable equipment. Based at Rotork's headquarters in Bath, a team of Sales Support & Applications Engineers are able to offer both Technical and Application support for all products whether they are old or new.

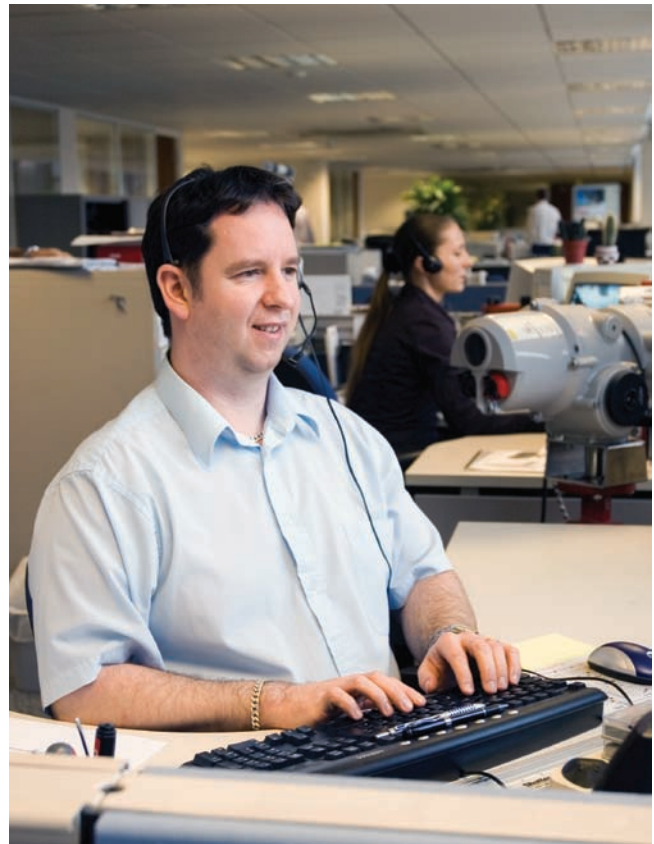
Most of the technical queries can be answered satisfactorily by our experienced Sales team, however for the more detailed questions the Sales Support team can be called upon for extra help.

At Rotork we have many e-systems to help facilitate a quick and complete response. The systems include a document management system, manufacturing systems and most importantly a query logging system.

The RTS system (Rotork Technical Support) is a web based application which allows us to log all external queries, whether is it in the form of a telephone call, fax or e-mail. Upon contact with the Support team details are taken from you and entered onto the system along with a brief description of the query. When all the details have been entered correctly the system generates a reference number, which will be given to you for traceability – any further contact with Rotork regarding the same query will be linked to this reference number.

Right: Screenshot of the RTS summary screen including the unique reference number.

Below: An example of the type of data collected and entered into the RTS system.



RTS - Create Call - UK-BATH, Steven Roberts - Microsoft Internet Explorer provided by Rotork On-Line

Address: <https://uk-commerce.rotork.co.uk/rats/Actions/Action.asp>

ROTORK ACTUATION TECHNICAL SUPPORT

Create Call

Items marked with a * are mandatory. One or both items marked with a # must be completed.

Contact Name	* Charlie Brown		
Contact Email	* c.brown@actuatorcompany.com		
Contact Phone Number	# 0115369324		
Company Name	actuator company		
Country	UNITED KINGDOM		
Project Ref	River control		
Project Name	West sluice control		
Actuator Identification	Serial No.	Z440710101	
	Model	IQ2	
	Range	IQM	
	Size	10	
	Frequency	50	Gearbox
	Voltage	400	Enclosure
	Phase	3	RPM
	Wiring Diagram	5010-100	Wiring Diagram Issue
Date of Manufacture	23/04/2004		
Call Description	* Actuator will not run in automatic (folomatic) mode. Actuator will run ok in local mode and manual. 4-20mA signal checked ok. Suspect calibration problem - instructions to be sent		
File Attachment(s)	Browse... Add More...		
Urgency	☒ Normal ☐ Urgent		
Problem solved?	☐		
I will solve this myself	☒		
Submit Cancel			

RTS - UK-BATH Steven Roberts - Microsoft Internet Explorer provided by Rotork On-Line

Address: <https://uk-commerce.rotork.co.uk/rats/General/Detail.asp?Token={D9197ED3-1533-4464-9040-5C74C4F4C732}>

ROTORK ACTUATION TECHNICAL SUPPORT

Call Detail: RTS000661

Date Raised: 10/04/2007 09:13 Raised By: Steven Roberts Current status: Closed

Initial Comments: Unable to get the Folomatic to span correctly - suspect calibration error

Steven Roberts

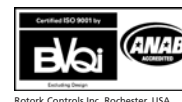
Expand all / Collapse all

Problem	
Urgency	Normal
Consequences	
Problem solved?	Yes
Customer informed of solution?	Yes
Resolution	Send a copy of the Folomatic set up procedure
Last Action	
Actuator Information	
Serial No.	Z440710101
Model	IQ2
Range	IQM
Size	10
Wiring Diagram	5010-100
Wiring Diagram Issue	-01
Gearbox	
Enclosure	AC64
RPM	24
Frequency	50
Voltage	415
Phase	3
Date of Manufacture	23/04/2004
Contact Information	
Copy	Assign to Address
View for Responses	Customer Addressed
Revised Address	Follow up Action
File Attachments	



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A full listing of our worldwide sales and service network is available on our website at www.rotork.com

As part of a process of on-going product development, Rotork reserves the right to amend and change specifications without prior notice.

Published data may be subject to change.

For the very latest version release, visit our website at www.rotork.com

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Local Office: