

Dranetz Services

Dranetz offers a wide variety of services to our customers, both pre and post-sale. As the recognized leader in Power Quality, Demand and Energy instrumentation and monitoring systems, Dranetz proudly offers the following services to our customers:

Complimentary Services

- Local pre-sale support via our worldwide network of authorized sales representatives and distributors.
- Local post-sale support for products purchased via our worldwide network of authorized sales representatives and distributors.
- Technical support via email and phone – available worldwide 12 hours/day (8 a.m. – 8 p.m. EST).
- 1/2 day power monitoring educational seminars are held periodically throughout the USA.



Dranetz Power Quality Seminars

Fee Based Services

Dranetz Product Service and Calibration

- Factory service, calibration and repair of all current and many legacy Dranetz products. Trade-in's are available for legacy products that are not serviceable or beyond their useful life.



Extended Warranties

- Extended warranties are available on a per instrument, or a per system basis.

Field Services

Priced per day, plus expenses

- Instrument commissioning and installation support. Note that Dranetz does not perform physical hardware installations - we will assist the installer.
- Instrument, system and software setup to ensure that your product and/or monitoring systems are operating optimally for your application.
- Operational training – we will train your operators on the proper use and configuration of our products and monitoring systems.
- System performance optimization and troubleshooting - provide a health check-up of your monitoring system, diagnose problems and optimize the settings for the best results.
- Group product operational training is held periodically throughout the USA.
- On-site PQ facility investigations, monitoring and reporting – we will diagnose your power quality problem and recommend solutions.**
- Basic and custom PQ training workshops.

**This service is fulfilled by our sister company Electrotek Concepts

Remote Support Services

- Report writing and analysis service – we will remotely analyze the data that you collected on your instrument and provide a report.
- FW upgrades – we will remotely upgrade your instrument or monitoring system.
- System performance optimization and troubleshooting - provide a health check-up of your monitoring system, diagnose problems and optimize the settings for the best results.



Have your data analyzed remotely with the Dranetz Report Writing Service.

Service Contracts

Tailored to the customer's specific needs. May include:

- On-site support for system installation, optimization, maintenance, analysis and troubleshooting.
- Repair and calibration.
- Loaner instruments.



Dranetz repair and calibration services keep your instrument running perfectly.

Upgrades, troubleshooting, and on-site support for monitoring system services are available through Dranetz.



Engineering Services**

- Laboratory testing of 3rd party products for PQ problem susceptibility.
- Forensic analysis or type testing.

**These services are fulfilled by our sister company Electrotek Concepts