

UNDERWOODS

# TECHNICAL SUPPORT

Helping bring your projects in on  
time & on budget, with peace of mind,  
using the best fit technology



A PREMIUM TECHNICAL AUTOMATION PARTNER THAT FOCUSES ON  
CUTTING EDGE TECHNOLOGY FROM WORLD LEADING BRANDS

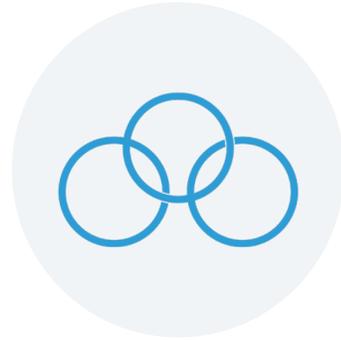




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# INTRODUCTION

We work closely with panel builders, system integrators, machine builders and manufacturing companies across the UK & Ireland to provide them with leading hardware & software solutions to some of their most pressing automation challenges.



Unlike many industrial automation distributors, our collaborative approach is what sets us apart. We assist engineering teams across the UK and Ireland with pre-sales and application support, through to project completion, delivery and beyond.

Our technical support team is a free resource that your business can leverage on your next project. They keep an eye on emerging and future technologies so that you can make an informed decision on whether this new technology is the best fit for your business.

## TECHNICAL SUPPORT KEY CONTACTS

**Darren Drinkwater**  
Technical Support Engineer

**Simon Andrews**  
Industrial Repairs Manager

**John McGrath**  
Technical Training Manager

**Navid Minhaz**  
Technical Support Engineer

**Leon Harrison-Baker**  
Technical Support Engineer

**Kieran Meehan**  
Technical Support Engineer - Ireland

**Jim Kiralfy**  
Certified Machinery Safety Expert

**Shahbaz Choudhry**  
Process Instrumentation Proposals Engineer

**Jon Greenacre**  
Process Instrumentation Support Engineer

**Andrew Law**  
Process Instrumentation Sales Specialist

Manufacturer Partners include:



TECH SUPPORT EMAIL

SUPPORT@UED.CO.UK

# UNDERWOODS SUPPORT



**Underwoods offers an unrivaled level of technical support on all the equipment that we carry**

## Value Added Services available when you need them

### Technical Support

Whether you require immediate remote assistance or onsite project collaboration, our highly experienced automation specialists can provide you and your engineering teams with an unrivalled level of technical support.

Our technical support team will continue to work with your business long after we have supplied any equipment to ensure that; all products purchased are successfully implemented, guide you through even the most unique automation challenges, and engage support from our manufacturing partners only when necessary.

### Hardware Specification

Using the wealth of knowledge and industry experience, our in-house support team can help with your specification efforts to guarantee that you receive the most suitable hardware and software based upon your application requirements and budget.

We provide your business with a dedicated local sales engineers who will attend site whenever needed to help specify the most appropriate equipment for any future projects and provide application support should the need arise.

Together, with our technical knowledge and extensive product range of high-end, cost effective solutions, we offer an accurate and reliable specification process to make your workload a little easier.

Our hardware specification support is not just restricted to PLC's, Motion Controllers and Drive Systems. We can help you specify automation equipment for virtually all application areas such as Machine Safety, Sensing and Detection Solutions, Process Instrumentation, Industrial Networking, LV Control Gear, Marking Systems, Industrial Edge & Cyber Security.

### Equipment Standardisation

We can help you to regulate and better manage the amount of automation equipment you use by introducing some commonality across the breadth of hardware that you are currently using.

We achieve this through the development of common component registers to minimise the amount of equipment variants, making your hardware profile is easier to manage.

Equipment standardisation can also allow you to improve your terms with a shortlist of automation suppliers, as well as simplifying your inventory management processes.

The technology we supply is only half the story. That is why we have developed a series of support services so that your business can keep running as smoothly as possible. These services include:

- In-house Technical Support team that you can use when required
- Hardware Specification advice to any member of your team provided by Local Sales Engineers
- Consolidation of your supply chain with standard equipment lists.
- Repair services on a series of automation products should you need it
- Product Testing for spare units held in engineering stores
- Training and Product Workshops which have all been tailored to your specific requirements



**Technical Support**  
01638 714170



## AREAS OF EXPERTISE

- PLCs & Distributed IO
- HMI's & Industrial PCs
- Motion & Drives
- Machinery Safety
- RFID Systems
- Panel Products
- Networking & Industrial Comms
- Process Instrumentation
- TIA Portal & WinCC
- Industrial Software



### Repairs

Underwoods have specialised in the repair of industrial hardware since 1998. We are committed to keeping your downtime to minimum.

Our repair centre has advanced repair and measurement equipment available, as well as in-house test rigs to guarantee a high quality repair.

Some of the equipment that we can repair includes:

- Programmable Logic Controllers
- Human Machine Interfaces
- Programming Equipment
- Power Supplies
- Drive Systems
- Industrial PC's

### Product Testing

Similarly, a manufacturer's stores typically contain a large quantity of spare equipment and maintaining a record of the condition of each product is a rarity.

During breakdown situations, maintenance personnel or plant engineers may take parts from the storeroom and accidentally return it without knowing its condition.

Underwoods will fully test these items at our technical repair centre and provide you with a report of any faulty items. All functional parts will be repackaged in a sealed box which are then clearly labelled with the relevant product details and the testing date so that your stores team have complete peace of mind that all spare hardware is in 'tip-top' condition & ready to use.

### Training and Workshops

Underwoods offer a series of training sessions and bespoke workshops, in partnership with our technology suppliers, that are designed to enhance your engineering team's current skill sets.

#### Bespoke Software Training

The technical support team have decades of experience with automation software and can evaluate your existing program to develop bespoke training packages to get your engineers up-to-speed with your legacy systems.

#### Product Update Workshops

We can provide you and your team with regular product update workshops at all of our office locations or on-site. Get a hands-on look at the latest technology to see if it has a place within you or your customer's plant.

# TECHNICAL CAPABILITIES



Unlike some of the Siemens distributors within the UK & Ireland, we have the technical capabilities that enable us to support you with upgrading your obsolete equipment and legacy software to the latest technology, while making this transition as smooth as possible for your team.

Upgrading your automation technology can be quite a daunting task. The good news is that we have in-house technical capabilities that can help you with the upgrade process.

These capabilities include:

- Software migration support for legacy PLC & HMI systems
- Software transfer & on-site back-up of PLCs & HMIs
- Loan equipment for trial of concept & application testing
- Field PG rental and programming unit upgrades

## Providing you with ongoing support

### Software Migration Support

When upgrading to new equipment, whether it be PLC systems or HMIs, it's unlikely that you will want to lose your software. Fortunately, we can help you to migrate your software over from legacy Siemens systems to the latest technology.

If you are in the process of upgrading your old Siemens HMI's to a newer generation of operator panels, we can help convert your old project to a newer version and migrate your software to the newer HMIs that you have purchased.

We can also help you to migrate your S5 software or a STEP7 Classic program for S7-300 & S7-400 PLCs to a newer version in TIA Portal and then load your program into an S7-1500 controller.

If you are running an earlier version of TIA Portal, we can even help you to upgrade your program from V11 all the way up to V17.

### Software Transfer & On-Site Backup

You or your customers might have damaged legacy equipment, such as HMIs and PLC CPUs, with a hard copy of the program that may be decades old, but you no longer have access to the ageing programming systems or engineering workstations in order to salvage your software.

In these instances, we have the resources at our technical repair centre to secure your software assets by downloading the legacy code and transferring it into a 'like-for-like' replacement unit to avoid production downtime, while ensuring that the ageing software doesn't go to waste.

For even further value, we can also back-up most PLC and HMI programs, so that, in the event of an equipment fault, we can provide an instant replacement unit with the existing software. The back-up process can even be completed on your site so that you don't have to disconnect your hardware.





### Programming Unit Hire & Upgrades

Ageing programming units and legacy programming software can be particularly difficult to come by and it's rare that the manufacturer continues to support these units once they have become obsolete.

There may be certain instances where you need to access legacy programming software or older versions of TIA Portal if you are working with S5 systems or other obsolete equipment.

To cater to this, we hold stock of field PGs with legacy software, for S5 systems as well as earlier versions of TIA Portal from V11 through to V17, which are available for rental.

We can also help to upgrade your field PGs to improve their performance. These upgrades include updating the operation system, such as updating Windows 7 to Windows 10, as well as upgrading the RAM and the programming units hard drive.



**VISIT [WWW.REMTECH.CO.UK](http://WWW.REMTECH.CO.UK) FOR MORE INFORMATION**

# MACHINERY SAFETY COMPLIANCE

## Are you confident that you are in full compliance with international safety legislation and that you are using the most appropriate technology for your machinery safety applications?

Safety in regards to the operation and maintenance of industrial machinery and plant equipment remains one of the most tightly regulated areas, due to the inherent dangers that colleagues may face on any given day of their working week. While it is widely known that it is a legal requirement for all plant machinery within the UK to contain adequate safeguards to minimise the risk to plant personnel, creating a safety related control system which fully complies with international safety standards can be quite a complex process.

The first stage when safeguarding hazardous machinery is to conduct a thorough risk assessment with a clear systematic approach to identify any potential hazards across all possible workflows and even certain uncommon operating conditions, including misuse. It is usually these more uncommon scenarios where most machine related safety incidents occur. Failing to account for these scenarios can not only have fatal consequences for your colleagues, it may also have serious and potentially fatal implications for your business. Are you confident that you are using the most effective methodology when conducting your risk assessments to fully comply with the Machinery Directive or PUWER regulations?



### Machinery Safety Health Check

This is where our machinery safety team can play a pivotal role in your business. They can assess your current risk assessment to ensure that you haven't accidentally overlooked anything that might impact on achieving your declaration of conformity.

Following on from your risk assessment, the risk reduction measures that you look to implement may be dependant on the safety related parts of your control systems. Are you confident that your risk reduction measures have been developed to the correct integrity according to the relevant standards?

We may be able to help you improve the integrity of your safety-related control systems, whilst reducing your costs and increasing uptime by introducing new technologies that may be better suited to your applications. We can also introduce you to selection tools that make the task of assessing your machine's safety functions an easier task. These tools can also help you to draw up proofs of safety in accordance with IEC 62061 and ISO 13849-1.

That's the advantage that you get by partnering with Underwoods. You benefit from working with machinery safety specialists that can help you to select best-in-class safety technology from a single source, avoid the over-engineering of your safety systems, and guidance on how you can implement this technology to fully comply with international safety legislation without impeding upon your machines productivity.

EMAIL

SUPPORT@UED.CO.UK

# MEASURE EVERYTHING THAT MATTERS



## Are you sure that your process measurements are as reliable and accurate as possible?

Regardless of your industry, maintaining high efficiency and product quality is only possible when you start at the field level with precise, transparent process measurements.

But selecting the most appropriate technology that is best suited to your application challenges can be a difficult task. The accuracy and reliability of your measurements can be compromised if you haven't considered all of the potential variables that could impact upon the validity of your readings.

Whether you are dealing with pressure, temperature, level or flow, our dedicated process instrumentation team can attend site to thoroughly evaluate the nuances and potential challenges that may impact upon your readings including the physical placement of your instruments, to devise the best-fit solution that deliver the exact results that you require.

### On-site Fault Finding Support

In some instances, your instruments may report false readings due to errors that were accidentally introduced during commissioning.

It can be easy to overlook issues with your field instruments which can confound even the most experienced site operations team. A multitude of problems could present themselves a few days, weeks or even months after first installation.

To alleviate these issues, our PI engineers can attend site to diagnose transmitter faults that you may be experiencing and help to resolve any commissioning errors that might be causing your false measurements.

### Demo Rig for Training Purposes

If your engineers are unfamiliar with process instrumentation, we have a dedicated demo rig that can be used to teach your team how to troubleshoot and debug instrumentation issues so that they can deal with any issues that may occur in the future.

Using the demo rig, we can also teach your engineers how they can easily integrate your field instruments into your wider automation systems using the TIA Portal. We can showcase how they can utilise data from your instruments to set up alerts for the purpose of predictive maintenance.

For even further value, we can provide training on SIMATIC Process Device Manager (PDM). SIMATIC PDM is a universal, manufacturer-independent tool for the configuration, parameter assignment, commissioning, diagnostics and maintenance of intelligent field devices and field components.

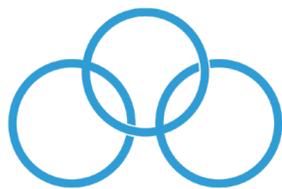
With more than 4,500 different devices from over 200 manufacturers worldwide, the SIMATIC PDM allows for the intuitive and secure operation of all integrated devices based on a common user interface, making it the perfect tool for you to easily compile and collect data from all of your field instruments.



EMAIL

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# REGIONAL OFFICES



**"Strategic locations  
so that we can offer  
localised support "**

## **Localised Support proves to be a valuable business asset.**

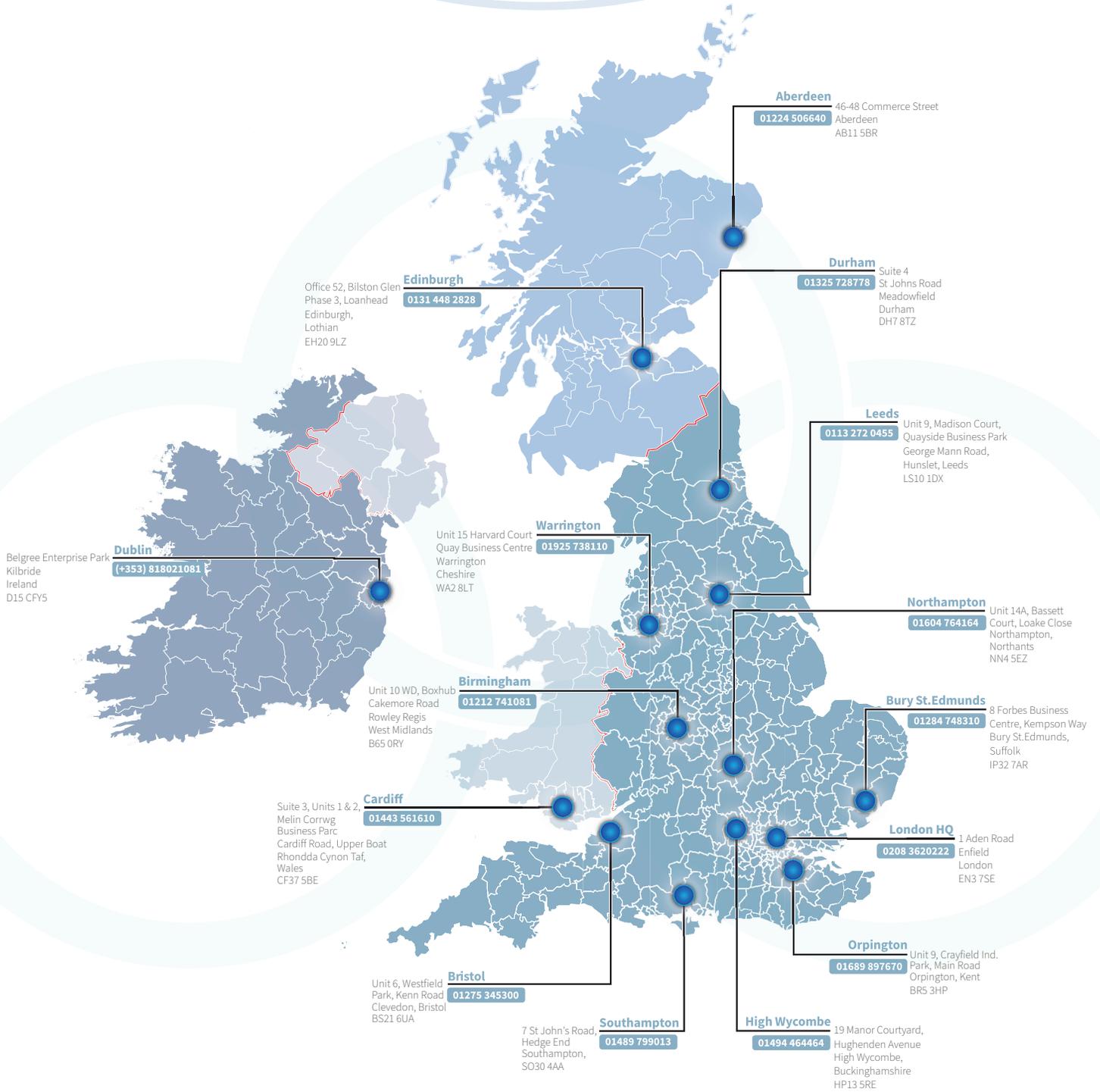
We operate 14 regional sales offices in a series of strategic locations across the UK and Ireland, as well as our technical repair centre, so that we can offer you or your customers with localised support when needed. Therefore, if you experience an issue and need instant support to rectify the situation, we will do our best to allocate one of our technical sales engineers to attend site in a timeframe that suits your schedule.

Your local Underwoods representative will act as your own regional automation partner. A vital, FREE resource that you can call upon to solve any of your automation challenges, as and when they arise. This is complimented with a series of local account managers at your designated Underwoods branch who are on hand to solve any queries that you might have in a quick and reliable manner.

**Our teams are an extension of your  
business should you need them.**



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UNDERWOODS



UNDERWOODS LTD

## ENGINEERING THE FUTURE - TOGETHER

Underwoods HQ - 1 Aden Road, Enfield, London, EN37SE