



# Pressure Controls **EXPRESS**

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Industrial Controls • High Purity Controls • Tescom Europe

September 2005

## “Tailor-made” Service Contract Offering

By the UK Office, Tescom Europe

For many years Tescom has been and remains well known for providing leading edge technology for pressure regulators, valves, and manifolds to industry. Additionally, we provide after sales support of our components to that same high standard, providing fast, quality service to our customers. Our Systems Group is an expansion of our traditional regulator and valve business, offering bespoke designs and engineering unique solutions and concepts for a wide range of pressure and flow applications. These Systems require



the same after sales service and support as the components we supply. Tescom's Systems group in the USA and Europe offer many service options globally. For example, in the UK, we offer “tailor- made” service contracts for the systems we supply to suit the individual needs of our customers. Here are some of the examples of support we offer:

### **Preventive Maintenance**

A Preventive Maintenance contract represents the base level of the service contract available, allowing early identification of potential problems and assuring the continued satisfactory operation of equipment.

**MORE** ▶

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**Coming in October...**  
our newsletter will have a new look!



**“Autumn carries more gold in its hand than all the other seasons.”**

– JIM BISHOP

## Tescom Helps Spinal Cord Injured Patients

By Gordon Muir, Systems Group Manager, USA

This month we cover an application benefiting the masses that suffer SCI (Spinal Cord Injuries). There are 11,000 new cases each year in the USA, approximating to 250,000 suffering at any one time according to a census conducted in June of 2005. Vehicular accidents account for 48%, and since the mid 1970's, post acute care at the hospital has been reduced from 25 to 19 days and with rehab, it also shows a downward trend from 115 to 45 days. Lifetime costs are significant, accumulating to \$2.2 million for those injured at 25 years of age, and \$1.3 million for those injured at 50 years of age.

Tescom's Systems Group created a body weight support system utilizing closed loop control algorithms to anticipate patient movement and alleviate forces generated on the lower lumbar of the spine. This

system aids the physician greatly, reducing patient time in rehab, reducing costs, but more importantly will accelerate an improved quality of life for those suffering SCI.

Tescom has been involved with this program on a component level for many years, working with the globally recognized Dr. Susan



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## “Tailor-Made” ...continued

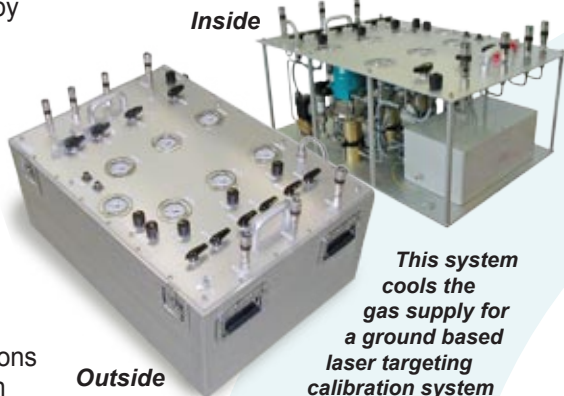
Such maintenance is carried out on a periodic basis within normal working hours and facilitates an overview of the system's condition and performance; thus, allowing recommendations on technical and economic aspects of the installed equipment.

### Corrective Maintenance

Corrective Maintenance is available as an additional option to the TESCOM basic Preventive Maintenance contract. Under this contract option, the Customer is assured of a visit on site by a TESCOM representative after a system fault or malfunction has been reported.

### Emergency Call Out Services

Under this contract option, system malfunctions that may threaten production may be quickly rectified. Customers who opt for this service can be assured that TESCOM will be at their disposal according to the defined contract. After initial support by phone between an engineer at the Customer side and a TESCOM engineer, TESCOM will



This system cools the gas supply for a ground based laser targeting calibration system

undertake to have a service engineer on site within the predetermined period.

### Software Maintenance

Software maintenance comprises all application programming and consists of searching, localizing and correcting errors in the relevant software. Update of the provided software by providing software patches. These patches contain solutions for detected errors. Software releases containing additional functionality and features are not part of the software maintenance.

Furthermore, documentation revisions will be distributed to the Customer. A backup will be made and handed over to the Customer.

For more information regarding Systems Group Service Contract options, please contact:

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## Helping With SCI ...continued

Harkema, and in the past few months, working towards Tescom supplying the entire system.

To explain the technology in an extremely simplistic manner, current research supports the common belief that physical therapy aids in step recovery in individuals with spinal cord injuries and other neurological impairments. Research has shown that providing the correct sensory information



Non-production unit.

to the spinal cord allows for significant improvement in locomotion. There is evidence that step training facilitates the spinal cord's ability to interpret sensory signals, thus allowing the spinal cord to relearn to walk.

We are proud to contribute to such an application and will be happy to provide you with further details should you have any questions.

## Literature

### HOT OFF THE PRESS:

#### Industrial Controls

- [A World of Regulators, Valves & Systems \(IC brochure\) - #1753](#) (revised brochure)
- [26-1700 - #543](#) (revised catalog page - please use up old stock)
- [54-2000 - #1597](#) (revised catalog page - please use up old stock)

#### High Purity Controls

- [PressurePure 12F - # 1939](#) (revised catalog page - please use up old stock)
- [Focus Flyer - # 1911](#) (revised flyer - please use up old stock)

### PRINTED LITERATURE REQUESTS:

Please order through the Distributor's Only section on our [web site](#) or contact Robyn Seitzer at [rseitzer@tescom.com](mailto:rseitzer@tescom.com).

## Trade Shows

### SemiCon Taiwan

September 12-14, 2005  
 Taipei World Trade Center  
 Taipei, Taiwan  
 Booth 876

### Fuel Cell Seminar

November 14-18, 2005  
 Palm Springs Convention Center  
 Palm Springs, CA USA  
 Booth 242



"I have never let my schooling interfere with my education."

— MARK TWAIN

**SUGGESTIONS, COMMENTS?  
 CLICK HERE!**