



Customer Service & Support

Protecting your investment – it means more than insuring the plant. It also means keeping your equipment in top condition to maximize service life and upgrading to keep in step with changing technology. That’s why you can count on Hyundai Ideal Electric Co. – the responsive company with comprehensive rotating equipment service and support.

We have earned a reputation for quality by supporting our customers with specialized technical product support and our ability to respond promptly to customer demands. Excellent service is assured by people who understand your equipment and process needs. Our experienced staff of service engineers can spot potential performance problems and recommend corrective action. Continue to enjoy the benefits of first-hand product knowledge and problem solving capabilities by having us instruct your on-site staff. We can recommend ways to improve your equipment efficiency and reduce operation costs with improvements such as overhauls and upgrades. Our extensive experience gives us a strong base to help customers develop effective stocking programs. Rely on us to maximize your equipment availability.

Hyundai Ideal Electric Co.
experience... responding with
solutions for over 100 years.



Large vertical winding lathe for winding integral 4-pole rotors

CONTACT INFO

Service: 419.520.3245

Fax: 419.520.3368

Parts: 419.520.3312 or 419.520.3319

After Hours Emergency: 419.544.9897



PLC Based 300-013 Brushless Synchronizer

Replaces analog 300-013 used on
HIEC Synchronous Motors



Hyundai Ideal Electric Co. is an original equipment manufacturer with quality that's been established worldwide. A complete range of customer-focused service has proven Hyundai Ideal Electric Co. the ideal partner for any application.

Installation, Start-Up

- Global support
- Responsive to your project schedule
- Superior product expertise and design knowledge
- Training of your on-site staff

Field Support

- Inspection and troubleshooting
- Failure analysis
- Retrofit with latest technology – controls & rotating
- Stator rewinds
- Vibration analysis

Spare/Replacement Parts

- OEM parts to original specification
- Critical spares inventory and recommendations
- Brush to brushless conversion
- Custom design to meet your needs

Factory Repairs

- Our current technology provides latest design features
- Failure analysis and cause determination
- Full range testing capability
- Specialized transportation and handling

Technical Support

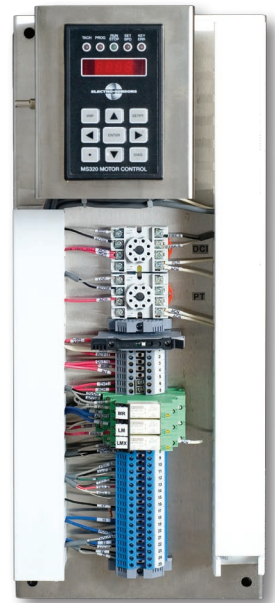
- Telephone problem solving and maintenance recommendations
- Repair alternatives and upgrade considerations
- Product troubleshooting
- Field service scheduling

Preferred Service

- Stock parts shipped same day
- 24-hour emergency response via cell phone (419.544.9897)
- Electrical/Insulation/Mechanical/Control Engineering Support

HIEC Digital Programmable Eddy Current Clutch Controller

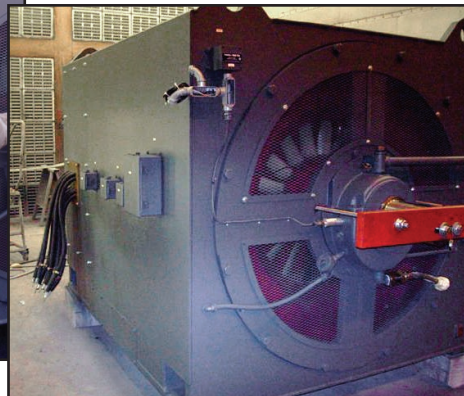
Replaces obsolete Robicon ECC controller



In plant medium and high voltage rewinds



Left: Unit returned damaged
Below: Unit after repair



OUR MISSION

Our mission is to produce the highest quality product, satisfy customer requirements, and provide rewarding employment in a profitable growth environment, while supporting the community.



This eco-friendly product is printed using soy-based inks on paper which is acid-free, contains 50% recycled content including 25% post-consumer waste, is bleached without using chlorine and the wood pulp is harvested from sustainable forests.



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ISO 9001
Certificate Number 31576

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