

Electrical South

THE LEADER IN INDUSTRIAL

ELECTRONIC REPAIR MANAGEMENT

With more than 28 years of experience and 1.6 million repairs performed, Electrical South has continually set the standard in the industrial electronic repairs business. Indeed, Electrical South is recognized as the benchmark by which all others measure success.

A vast inventory, 70,000-square-foot facility, and the largest staff of dedicated, highly skilled technicians and engineers in the world, easily qualify Electrical South as the largest provider of industrial electronic repairs anywhere. But there's more to leadership than sheer size.

Setting the standard means...

- Delivering quality quickly and consistently.
- Being customer driven, accountable and web-enabled.
- Remaining on the cutting-edge of technology.
- Utilizing state-of-the-art test equipment.
- Consistently developing new capabilities through aggressive research and development.

Above all else, leadership means recognizing that every customer's requirements are unique. Whether it's a simple repair or the productivity of an entire plant, rely on Electrical South as the single source for all of your electronic repair needs.



More than 75% of the Fortune 500 depend on Electrical South for broad industrial electronic repair services of the highest quality and utmost reliability. They know our innovative approach to managing the industrial electronic repair process enables them to maximize productivity and profitability.

*The Leader in Industrial Electronic Repair Management
means MORE solutions for you...*

Here's Why We Are the Leader

**IN INDUSTRIAL ELECTRONIC
REPAIR MANAGEMENT**



**The Best Repair Process —
NOBODY DOES IT BETTER**

TRACKING YOUR ORDER

- Upon receipt, your repair is immediately assigned its own unique job number and barcoded to ensure accurate tracking and handling.
- Our unique, database-driven process allows you to access information in real time to follow the progress of your repair throughout the process.



Repairs are load tested under specific working conditions to simulate the actual application environment. Every Electrical South technician has access to load test equipment and every repair is of the highest quality.

INSTA-SHIP

- To expedite turnaround – upon receiving your approval to proceed with repair, if we have the unit in stock, your repair item is exchanged for a same part-numbered, remanufactured item. This is done at the regular repair price.

PREPARATION & CLEANING

- Your repair is cleaned to remove failure inducing contaminants, enhancing reliability.
- We replace all aged electrolytic capacitors and components that our database history tells us are high-failure. This increases the reliability and service life of the repaired equipment.



PERFORMANCE TESTING & QUALITY REPAIR

- Reliability is our first priority.
- Automated Testing Equipment (ATE) and custom-engineered System Test Fixtures enable us to fully function test your most complex boards and industrial controls through their full range of performance capabilities.
- A proactive capacitor and relay replacement program ensures that any future problems we anticipate are isolated and corrected.
- All repairs are performed in an anti-static repair environment that helps avoid static-induced failures in the field.
- All repairs are backed by a comprehensive one year warranty.



CALIBRATION

- We know that instrument accuracy is imperative.
- We calibrate precision instruments to NIST traceable standards using documented procedures, ensuring your instrument is not only repaired, but also has the precision your process demands.
- We provide written calibration certificates if applicable.

PACKAGING & DELIVERY

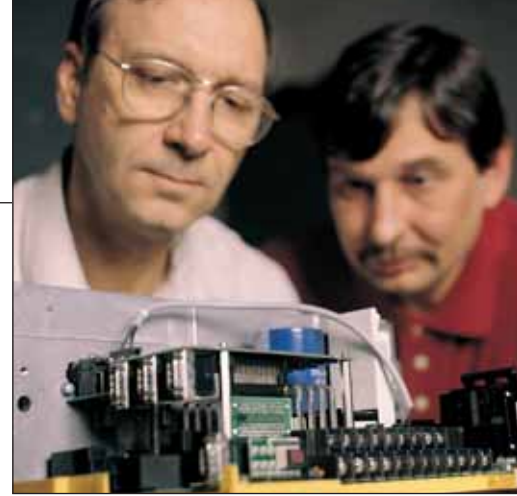
- We protect your repaired asset by hand packing your item in an anti-static enclosure. The item is then foam-packed in its own new box, with an installation tag, service report and packing slip.
- The freight carrier's waybill number is also tied into our tracking system so we can help you trace a shipment once it leaves our facility.

Standard repairs are delivered in anti-static bags containing a written quality assurance report, calibration certificate (if applicable) and installation tag.



Here's Why We Are the Leader

**IN INDUSTRIAL ELECTRONIC
REPAIR MANAGEMENT**



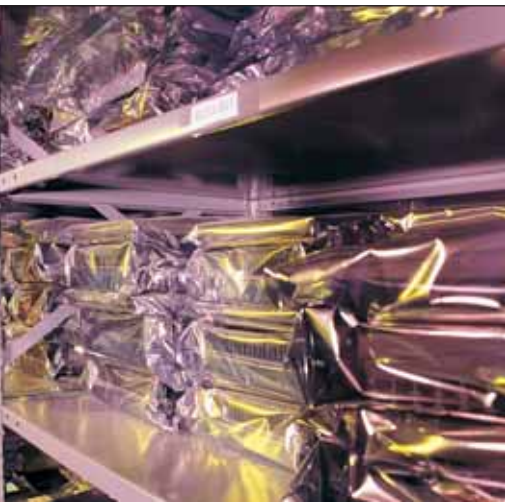
**The Best Resources —
UNMATCHED IN THE INDUSTRY**

REPAIR SUPPORT

- We house a vast inventory of approximately 8,000 line items totalling more than 200,000 parts to support quick turnaround of repair orders.
- Our support teams constantly work to adapt to new technologies and products, taking pride in dealing with exceptional situations and challenges.

RESEARCH & DEVELOPMENT

- Repair reliability is directly proportional to the quality of engineering invested in the repair process. This means you can expect consistent quality with every repair.
- Our Research & Development department strives to give you more value for your repair dollar. Our technicians are armed with the most thorough, cost-effective testing methods, equipment and schematic documentation available.
- Fully exercising all circuits is the best method of reliably testing any piece of equipment. To ensure quality repairs, our highly motivated R&D team continually implements test procedures and hardware platforms that allow full-function testing of your equipment.



REMAN ELECTRONICS

Remanufactured industrial electronics are fully reconditioned, tested, and warranted for 1 year. Remanufactured items are your cost-effective alternative to buying new equipment for:

- Inventory support
- Emergency replacements
- Increasing the life of your machinery



ELECTRICAL SOUTH IS THERE

Electrical South is where you are, when you need us. With the largest distribution network and dedicated sales force in the business, Electrical South has distributors and sales personnel strategically positioned throughout the United States and Canada. Wherever you are located, our representatives are prepared to provide you with the best package of services for both individual repairs or total plant support.

INFORMATION RESOURCES

- Our information technology infrastructure enables the processes that give you order tracking, customer reporting, billing and more.
- www.elsouth.com is available to you on the web any time of the day or night for up-to-the-minute secured information about your account. Our Customer Index page links you to detailed reports regarding your repair, including job status, history, and account status "At A Glance."
- Our information database includes the industry's largest electronic library of technical documentation, enabling our technicians to provide better quality, and more timely repairs.



*The Best Process and The Best Resources
mean MORE information and less cost for you...*

Knowledge is Power

**INFORMATION IS CRITICAL...
WITHOUT IT, YOU'RE LEAVING
MONEY ON THE TABLE**



Making good decisions requires having the facts. That's why Electrical South offers you MORE ways to access the information you need, whenever you need it. For example, everything you ever wanted to know about your Electrical South account is available round-the-clock on our comprehensive and secure website, www.elsouth.com. Whether you're after specific data or a detailed report, the facts are just a keystroke away, no matter the time of day or night.

Customer Index

Corporate Info | What's New | Repair Services | Calibration Services | Remanufactured Inventory | Customer Access | Contact Us | Manufacturing Reps

Test Drive

Customer Access

Job Status

- Job Status

Job History & QA

- 2000
- 1999
- 1998

Account Status

- By Invoice
- By P.O.

On-Line Quote Approval

Account Status at a Glance:

Jobs Logged In:	10
Jobs Needing Quote Approval:	4
Account Balance:	\$1,587.35
Overdue Balance:	\$0

All information about your account is also available via fax. Your choice! Whether a single plant or a multi-facility enterprise, you can check...

- Repair History
- Repair Status
- Account Status
- Quote Approval

You can reach the most comprehensive website in the industry by entering web address www.elsouth.com.

REPAIR HISTORY

- As an Electrical South customer, you are in control.
- Online job history enables you to monitor every job that you have sent to us this year, plus the two previous years.
- With this information, our customers can review past repairs and make more accurate projections when it's time for budget planning, whether you are a single plant or a multi-facility.
- We also allow you online access to the Quality Assurance reports that we produce for each standard repair, and you may download copies of these reports as necessary. The information is invaluable for identifying recurring equipment problems in your facility, as well as performing other types of failure analysis.

Customer Service Info

Customer Rep	E-Mail Address	Direct Phone	Direct Fax	Direct 800
Team North	north@elsouth.com	306-603-4828	306-603-4828	800-600-6330

SAMPLE JOB HISTORY

Elexch Job # (click for QA)	PO Number	Elexch ID #	Cost Part #
122099410	1062903	A0475387	433154775321
622200024	MK03400P	A0470817	(7) 40077
622200208	MK0306D	A0481521	36338/E2737

Quality Assurance Report

11-30-2005

To: ABC CORP FROM: ELECTRICAL SOUTH LIMITED PARTNERSHIP
 FROM:ADAMS/SUPPLY PO DRAWN: 42236
 121 ANYWHERE ROAD ID #: A030000
 ANYTOWN, USA 12345 134 CRENSHAW, R.C. 27459
 1-800-950-9550

We are providing a Quality Assurance Report for the following item:

Brand: BRCO PO #: 450249802
 Part #: 143 Job #: 112801150
 Description: BRSCO II DRIVE ID #: A030000
 Serial #: 8098 PO#JOB# ID:112801150
 Cust. Part #: 500322433

A. What we Found:
 During initial testing, the unit exhibited the following symptom(s):
 1. OUTPUT VOLTAGE MISSING
 2. CURRENT(S) BURNED
 3. DUSTY

B. What we Think:
 The symptom(s) exhibited during initial testing resulted from component failure(s) not associated with any external element(s).

C. How we serviced:
 The unit was serviced by performing the following action(s):
 1. REPLACED BRISTON(S)
 2. REPLACED TRANSDUCER(S)
 3. REPLACED POWER CABLE(S)
 4. CLEANED UNIT

D. Parts we Replaced:
 The following Parts were Used in the Repair:
 QTY MANUFACTURER DESCRIPTION
 1 BRISCO POWER CORD POWER MODULE, 600 VOLTAGE
 1 ROT SPECIFIC BRD TRANSDUCER(MODEL:PT-237)

We appreciate your business and look forward to working with you in the future.

Web Version

Paper Version

REPAIR STATUS

Job Status Listing for Sample Customer

Job #	Make	Part #	Status
000020140	ORAFITEC	D-60034	Quote Price: \$300.00
001900025	RELIANCE	D-6006	Quote Price: \$300.00
001900026	RELIANCE	D-6001-B	Quote Price: \$200.00

Web Version

- As an Electrical South customer, you are in control.
- Our unique, database-driven process enables you to pinpoint the status of your repair online, in real-time, or with periodic faxed info.

Fax Version

Customer Summary
 Reports Currently at Electrical South

Prepared for: STEVE JOHNS CUSTOMER
 MK CORP
 PLUMBING/PIPE FITTERS
 121 ANYWHERE ROAD
 ANYTOWN, USA 12345

11/30/05

The following repairs are currently at Electrical South, please note, this information is provided and continuously updated and available 24 hours a day at www.elsouth.com

Section I: --URGENT--
 THE FOLLOWING REPAIRS REQUIRE CUSTOMER ACTION TO PROCEED
 YOU MAY SEND YOUR CUSTOMER ACTION REQUESTS TO FAX 336-605-6922

P.O. Number	Job Number	Description	Status
45000208	45001202	SOUTH AMERICA/US/MSD Part # 143C ASP 20 Description: BRSCO II DRIVE Part # 143C Cust # 500322433000	Repair in Progress
45000071	45000108	Part 1 Subassembly Model: PARTVX Part # 10100000 Cust # 3068	Repair in Process
45000071	45000127	BRSCO II DRIVE Part # 143C ASP 20 Description: BRSCO II DRIVE Part # 143C ASP 20	Repair in Progress

Part # 143C ASP 20
 Description: BRSCO II DRIVE
 Part # 143C ASP 20

- To track any repair you currently have at Electrical South at any step in our repair process, just click on "Job Status."
- For more in-depth information, click on "Detail" and you'll find everything you need to know from part numbers to price quotes and online UPS Tracking.

ACCOUNT STATUS

- As an Electrical South customer, you are in control.
- Anytime you need an update, you can view the status of your account online.
- To keep things simple, we sort your information in two different ways. Use our invoice number or your purchase order number for quick access to the information you require.
- We mail monthly account statements to you.
- One site for all critical information about your account.

ACCOUNT STATUS LISTING

Invoice#	PO Number	Job Number	Invoice Date
A-041184	0012457	032099-231	9/24/99
A-012234	3369712	102599-144	11/9/99
00087721	0322547	121799-215	12/22/99
C-483321	0326697	010300-136	1/29/2000
AG091213	0158796	120899-109	1/29/2000
A-1123456	3321475	022300-172, 173, 174	2/24/2000

Total Paid Due Balance: \$56.25
Total Outstanding Balance: \$4,123.50
A/R CONTACT INFO - (336) 668-XXXX

Web Version

Statement

Electrical South
205 Burgin Road
Greensboro, NC 27403
Phone: 1-800-950-9550
Fax: 336-668-4878
Email: accounting_south@elsouth.com

Page: 12/16
Statement Date: 12/16
Customer ID: 12345

Balance Due USD: 2,305.76

Fax Version

QUOTE APPROVAL

Sample Electrical South On-Line Quote Approval

Approve Job	Change PO#	Job Number	PO Number	Make	Model	Elmanth Pa #	Customer Pa #	Quote Price	Tax Price
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100070	PO# REQUIRED	VIBROMETER	PCB	SVV41	NA	\$218.00	\$11.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100080	A-001245-76	VIBROMETER	PCB	SVV41	NA	\$218.00	\$11.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100081	A-001245-77	VIBROMETER	PCB	SVV41	NA	\$218.00	\$11.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100082	A-001245-78	VIBROMETER	PCB	SVV41	NA	\$218.00	\$11.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100083	A-001245-79	VIBROMETER	PCB	SVV41	NA	\$218.00	\$11.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100094	PO# REQUIRED	VIBROMETER	PCB	SK02.3	NA	\$261.00	\$13.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100085	PO# REQUIRED	VIBROMETER	PCB	SK02.3	NA	\$261.00	\$13.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100086	A-001245-80	VIBROMETER	PCB	SK02.3	NA	\$261.00	\$13.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100087	A-001245-81	VIBROMETER	PCB	SK02.3	NA	\$261.00	\$13.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	011100088	PO# REQUIRED	VIBROMETER	PCB	SK02.3	NA	\$261.00	\$13.00

Submit

Web Version

Fax Version

- As an Electrical South customer, you are in control.
- For customers who have registered with us, we allow you to approve quotes for repair immediately online.

- If you decide that you need to change the purchase order number for a given job prior to approving it for repair, you can do so from this page.

Quote Approval Required

PROMPTLY RETURN THIS QUOTE WITH A SIGNATURE OF APPROVAL OR APPROVE ONLINE AT www.elsouth.com

Approved By: _____ Date: _____ P.O.#: _____

Standard Repair

Quote Est: \$300.00 Net: \$331.00

QUESTIONS???? CALL CUSTOMER SERVICE AT 1-800-950-9130 or customerservice@elsouth.com