

Our Field Service Team

■ ■ ■ Ronnie Wardlow



Began electronics career in 1995. Experienced in VF drives, DC drives, and industrial controls. Specializing in overhead crane electrical trouble shooting and industrial drives.

■ ■ ■ Tim Phillips



In electronics since 1987. Experienced in programming and wireless communications. Specializing in RF communications, networking technologies, and computer operating systems.

■ ■ ■ Ross Young



Began electronics career in 1987. Experienced in robotics, industrial processes, microwave communications, and high-voltage distribution controls.

■ ■ ■ Randy Meadows



Started electronics career in 1972 in radar and radio repair. Extensive instrumentation and controls experience in power, chemical, and paper industries.

■ ■ ■ Chris Griffin



Started his career in 2008. Responsibilities include installation, startup, and service. Expertise in access control and alarms.

■ ■ ■ Ross Hammond



Began career in electronics in 1985. Extensive experience in factory automation, human-machine interfaces, PLCs, drives, and instrumentation, with specialization in motion control.

Our automation, communication, and control system service and maintenance expertise are available to take that load off your staff, allowing them to concentrate on their core responsibilities, running your plant. Our full resources are available to help you with maintenance, trouble shooting, upgrades, expansions, and enhancements. These resources include control engineers, computer and networking professionals, and software experts. That helps *stretch your maintenance dollars*.

Contact us and find out exactly what we can do for you.

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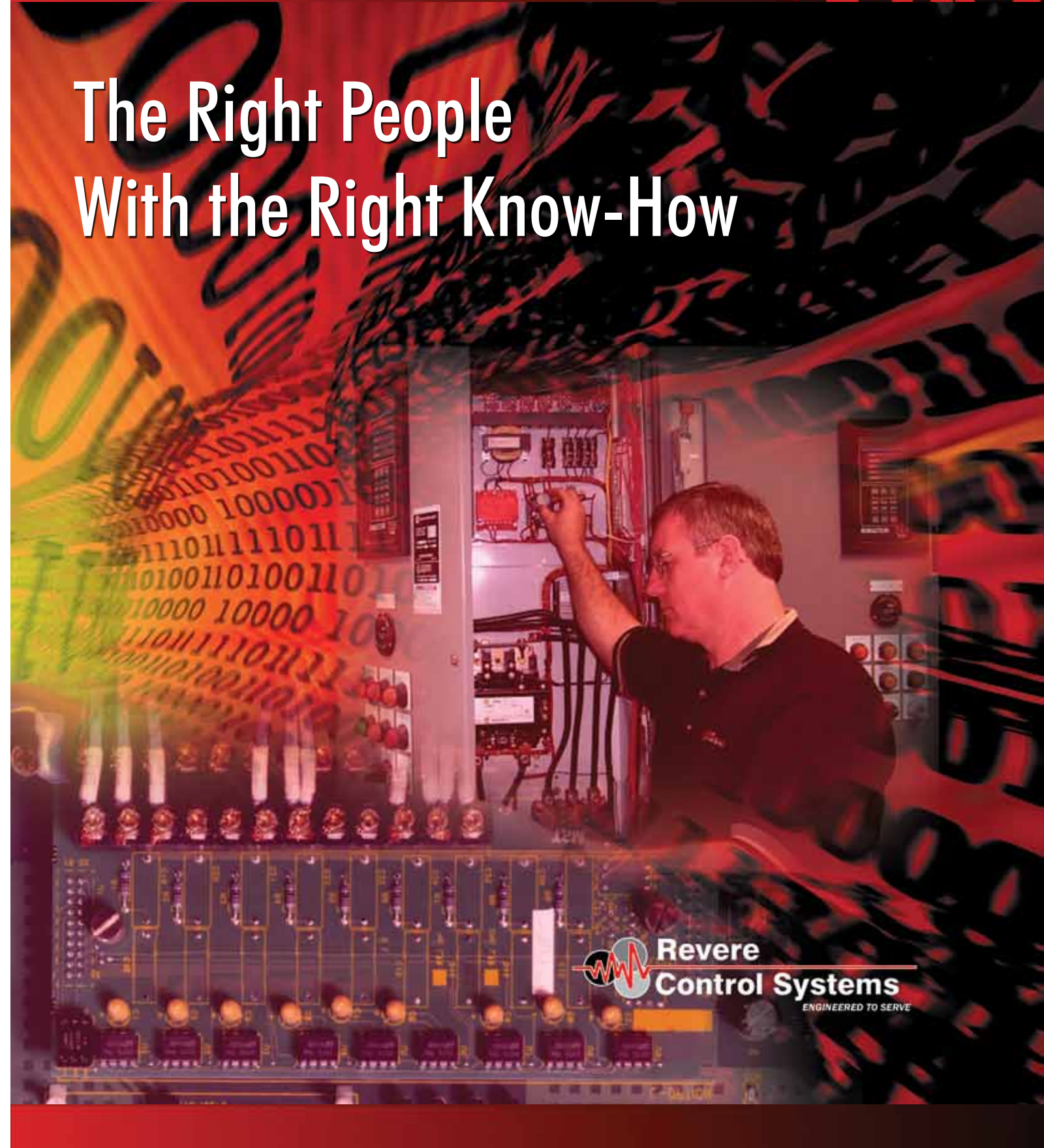


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Field Service & Maintenance

The Right People With the Right Know-How



Service & Maintenance Programs to Fit Your Your Needs

How prepared are you to deal with a major outage of any part of your plant's automation or control system?

Then let us put our automation and control system service expertise to work for you.

From performing routine calibrations, to setting up spare parts stocking programs and providing backups of critical software, our maintenance and service plans help you minimize control systems problems that can interfere with your plant's operation. It doesn't matter if it's something minor, or a major event, such as a lightning strike, *down time costs you money*. And with automation and control systems technology changing rapidly, it becomes harder and less economical to keep your staff current on every system component. We shoulder that load for you, providing the expertise needed to keep control systems working, *maximizing your uptime*.

■ ■ ■ Extensive Experience in Multiple Industries



Our 25 years of service experience covers numerous areas, including the following:

- Water & wastewater
- Mining & bulk material handling
- Metals & foundries
- Agriculture
- Power/cogeneration
- Automotive
- Pulp & paper
- Waste management
- Pumping applications
- Natural gas distribution

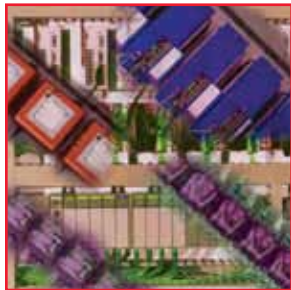
Plus, our role in The Automation Alliance Group gives us access to control system expertise in many additional industries, such as biotech, pharmaceutical, chemical/petrochemical, communications, textiles, food & beverage, semi-conductors, and robotics. Experience such as this delivers *peace of mind* to our clients.

■ ■ ■ Depth in Automation and Controls Expertise



The full resources of the company are available to support our service programs, including expertise in IT automation, radio communications, drives, HMI and PLC programming, power distribution, and SCADA. with capabilities to perform full installation. We have expertise in all major protocols and speak multiple programming languages. Our automation, controls, information, and communication expertise allows us to not only perform maintenance and diagnose and repair outages, but also to review your current system and make recommendations for upgrades and improvements that can *improve your plant's performance*.

■ ■ ■ Brand Independence



Our position as an independent systems integrator means that we maintain expertise with all the major vendors of instrumentation and control system products. This includes such brands as Allen-Bradley, Square D, Rosemount, Foxboro, ABB/Fischer Porter, Hach, ISCO, Bristol Babcock, Milltronics, Endress-Hausser, Motorola, Partlow, Great Lakes, Gessell, Intellution, Wonderware, Honeywell, Danfoss, and Siemens, to name but a few.

Additionally, our established vendor relationships, coupled with our volume purchasing, yield substantial discounts that we can pass on to you when replacements or additions are needed, contributing to the value we deliver by *saving you money*.

■ ■ ■ Multiple Plans



We offer a variety of support plans to meet a wide range of needs and budgets. These plans range from a **Fundamental Maintenance Plan** that provides an inspection of your plant and a preferred rate for any needed work to a **Professional Service Plan** that provides 24/7 assistance with any control system problem, including emergency parts replacement, plus quarterly calibration and preventive maintenance. We also let you design your own plan, adapting our plans to fit your unique circumstances. This helps you *maximize the value of your maintenance dollar*. Plans can be designed to include the following:

- On-site service
- Telephone troubleshooting & support
- Software maintenance and upgrades
- Spare parts management
- Data management & backup
- Web-based access to software, drawings, and O&M manuals
- Remote access support
- Training of O&M personnel
- Grounding and power studies
- Report design and development
- Additions and upgrades to equipment

■ ■ ■ Fully Equipped Service Vans



Each service technician is supplied with a complete set of tools, diagnostic equipment, and other material necessary to perform routine service and calibration work. This means they are prepared to quickly and effectively diagnose and correct problems or recommend solutions. This level of preparation contributes to our ability to *maximize uptime* of control systems in your plant.

■ ■ ■ Certified Member of CSIA



Being a Certified Member of The Control and Information Systems Integrators Association assures our customers that our business and service practices satisfy the standards of *quality* established for best practices in the systems integration industry. This is achieved through an independent audit that addresses more than 200 criteria ranging from business development to billing. We believe strongly in raising the bar for the performance of our industry, and being a Certified Member of CSIA is one way we support that goal.

■ ■ ■ National Support



We are a founding member of Automation Alliance Group, an organization of independent systems integrators with like-minded beliefs in quality, integrity, and customer satisfaction. This alliance allows us to offer the combined resources of our *geographically dispersed* fellow members to meet support needs that extend beyond our regional presence. So no matter where your plants are, we can provide support that is consistent in performance with our own direct support.