

Servicing Your Loadbank

With over 35 years of loadbank manufacturing, Crestchic support their loadbanks of varying sizes and age across the world.



A Crestchic service visit helps keep your loadbank in peak condition with regular maintenance and software upgrade visits scheduled at your convenience. Our data module calibration service ensures that the applied electrical load is accurate over a 12 month period, with traceability to UKAS laboratory standards.

Annual Service Visit – An annual visit from one of our service engineers will help prolong the life of your loadbank, for full details of what is included please see ‘Standard Service Schedule’ below.

Service Contracts – Offered over a period of 3 or 5 years, including routine service visits scheduled annually or biannually. Including free engineering support over the phone, software upgrades when required, discounted rates on service visits and priority engineering resource.

Software upgrades – Keeping software versions up-to-date offers improved performance and extra function. Loadbank internal software updates and new releases of PC software are included in a routine service, where the fitted hardware will allow. Should the internal hardware be well behind that of the current system, advice will be offered about the possibility of upgrade.

Hardware (operating system) upgrades – Offering extended loadbank lifetime and replacing parts that have become unavailable, avoiding possible loadbank down-time due to unavailability of parts for equipment that is 10+ years old. Improved function with new features.

Standard Service Schedule

Canopy/Container Exterior

- Test exterior for rusting. Test all doors and hinges, grease where necessary and test for water ingress. Test lifting eyes and castors (where fitted).
- Test control sockets and emergency stop(s). Test warning lamps and warning labels.
- Test air intakes and exhausts are clear.

Mechanical Tests

- Test all electrical connections for tightness. Test all cables and crimped connections for signs of damage or overheating.
- Test all elements and supports for signs of damage/rusting.
- Test all fans for tightness, rotation and bearing noise/movement. Test fan air flow switches for operation.
- Test all fuses for continuity.
- Test all contactors for damage.

Electrical Tests (Isolated)

- Test function of all switches, fan overloads, phase rotation relays, temperature sensors.
- Measure and record resistive and reactive (where fitted) resistances.
- Measure and record insulation resistance between individual phases and earth.

Electrical Tests (Auxiliary Power Required)

- Test running unit for fan noise, vibration and air flow.
- Enable each load step and check contactors for noise.
- Test all associated emergency shutdowns.

Electrical Tests (Test Source Required)


- Load test each step individually and record phase currents using calibrated instruments.
- Test and record equipment instrumentation (where fitted).

Other Tests

- Fully clean unit internally.
- Replace perishable items where fitted (air filters, lamps etc).
- Test function of anti-condensation heater(s).
- Test all internal earthing is connected.
- Software upgrade to latest compatible version included.

All small items such as fixings and cable ties included in cost, air filters (where fitted) also included. Full detailed report listing any items failed or damaged requiring further attention will be submitted to the customer.

Crestchic Product Overview

AC Resistive Only Loadbanks	AC Resistive-Reactive Loadbanks	Step-Up/ Step-Down Transformers	DC Loadbanks	Medium Voltage Loadbanks (up to 36kV)	Reactive Only Loadbanks	Aviation Ground Power Generator Loadbanks
<ul style="list-style-type: none">▪ 380 - 690V▪ 1000 - 7000kW▪ 3ph▪ 50 - 60Hz▪ 0.8pf▪ 1kW steps	<ul style="list-style-type: none">▪ 380 - 690V▪ 375 - 6250kVA▪ 3ph▪ 50 - 60Hz▪ 0.8pf▪ 1kW steps	<ul style="list-style-type: none">▪ 400V - 34.6kV▪ 2000 - 8000kVA▪ MV & LV Switchgear▪ ONAN/ONAF variants	<ul style="list-style-type: none">▪ 24v/100A up to 700v/450A▪ Multiple 1amp steps▪ Dual & multi voltage units	<ul style="list-style-type: none">▪ 690V - 34kV▪ 500 - 3500kVA▪ 500 - 4000kW▪ 50 - 60Hz▪ 1kVA/1kW steps▪ Resistive only or Resistive/Reactive	<ul style="list-style-type: none">▪ 380 - 690V▪ 1000 - 7000kW▪ 3ph▪ 50 - 60Hz▪ 0.8pf▪ 1kW steps	<ul style="list-style-type: none">▪ 72 - 200kW▪ 120 - 208V▪ 400Hz▪ 0.8pf▪ 28 volts DC - 2500 Amps
						

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When calling select **option 1**, then **option 1 again**, or please enter the extension number when asked:
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Kirsty-Marie Morris (Parts Administrator) **xt. 112**
Bethany Webb (Service Administrator) **xt. 113**

The information given in this literature is, to the best of our knowledge, correct at the time of going to print. However, Crestchic is constantly looking at ways of improving their products and services and therefore reserve the right to change, without prior notice, any of the data contained in this publication. Any orders placed will be subject to our Standard Conditions of Sale, available on request. **Crestchic is part of the NBI group of companies.**

