



Vestas Field Service Reference Guide
Product Purchasing and Calibration/Repair Field Guide

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TRANSCAT®
Better by every measure

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Transcat Support

- Transcat offers several layers of product support to Vestas employees. The below is a partial list of support staff that can help you with your orders. They are also available for customer service issues including product and ordering support, invoicing questions, calibration questions, etc.
- Point of contact list:
 - **Product and Service Representative**
 - Lynell Rubin – 800-828-1470 ext. 3541 Lrubin@transcat.com
 - General Sales – 800-828-1470 option #4 Sales@transcat.com
 - **Invoice and Accounts Receiving**
 - Kelly Kramer 800-828-1470 ext. 3445 KKramer@transcat.com
 - Rhonda Rodriguez – Central and South America - 800-828-1470 ext. 3583 Rrodriguez@transcat.com
 - **Account Management**
 - Dan Colvin – 800-828-1470 ext. 3549 Dcolvin@transcat.com
 - Sarah Teremy – 800-828-1470 ext. 3552 STEREMY@transcat.com
 - Newman Maurer – 260-615-9784 NMAurer@transcat.com
 - **Calibration Contacts**
 - Sam Miller – Smiller@transcat.com
 - Ryan Gohl – Rgohl@transcat.com

Product Orders

- There are two main ways to request a product quote, through the Vestas web portal or through the Inbound Sales Group by phone. The following will break down the path for both as well as some useful information regarding these services.
 1. **Web Based buying**
 - Vestas utilizes a unique web based platform to fulfill site orders. These items are available for purchase with a P-Card or a traditional PO. Vestas contract pricing is set-up on the platform to insure the sites are getting the most current and discounted prices.
 - The website, www.transcat.com/vestas, is available to all current Vestas employees. The first time the site is accessed there is a very short registration that will provide you with a password for future log-ins.

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Product Orders

Home / Vestas Online Store

Products | Calibration Services | Resources | Rental | Brands | Alternative Energy | About Us | Deals

Log In

Vestas[®]

Welcome to the Vestas Online Store!

Please Log In Below.

Email Address *

Password *

Login * Required Fields

To ensure proper Vestas pricing, authorized product selection, and accurate shipping information, you must log in using your company provided username. If you did not receive or do not remember your username or have any questions regarding the Vestas Online Store, please [Click Here](#).

If you experience any difficulty in logging in or placing your order, please call us on 800-800-5001, or use our chat function.

Request Site Log In

Universal Blade Repair Hand Tool Kit	VT70002293
Kit, Commissioning Complete	UST300000
Truck Hand Tool Kit	Truck Hand Tool Kit
Universal General Alignment Kit Hand Tools	UST300140 or UST300138
Travel Tech Kit	UST300023

Transcat makes it easy: *to buy instruments with calibration from a SINGLE SOURCE!*

PRODUCTS
All Product Categories

SERVICES
Calibration Services

ABOUT US
Careers

CUSTOMER SUPPORT
Catalog Request

CONTACT US
800-828-1470

Send us a message

- The landing page also provides useful information that is updated periodically. Currently there are links to all of the major Vestas kits that list the BOM and individual parts in the kits. These items are all hyperlinked to bring you straight to the items you need for fast and more efficient purchases of replacement items.
- Keep in mind Vestas has hundreds of shipping addresses. After you have logged in and are entering the checkout area, you will be requested to choose your site from a site listing. This is a crucial step as the orders will default to the Vestas warehouse and will cause significant delays in receiving the items you need at the site.

2. Inbound Sales Group

- 800-828-1470 – Option #4
- Inbound Sales representatives are available for orders placed over the phone, customer service issues, and product questions. Transcat provides a dedicated employee for Vestas. Aside from this we have multiple back-ups as well as the Account and Lab Managers who can assist. Keep in mind not everything we sell is visible on the web. We manage a few hundred thousand SKU's. Because of this, some items do not make it on the web. If you have a question about a specific item let us know. We add Vestas requested items to the web on a regular basis.

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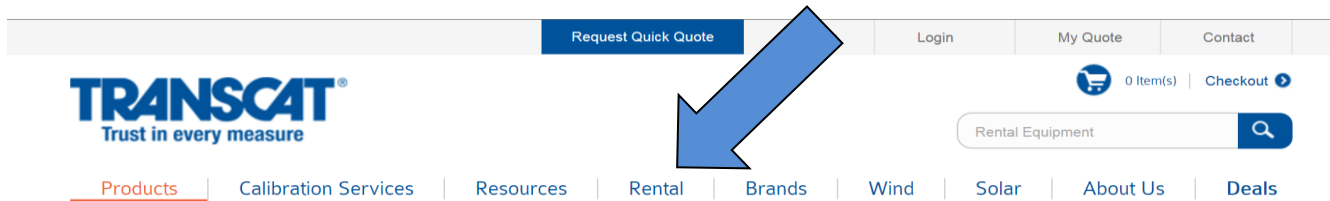
Calibration Requests

- Vestas utilizes a Regionalization program for calibrations and repairs. This allows the site to solicit items from the general Vestas tooling pool so the site is never down the instrumentation and tooling they need. The tooling sent back to the site is always refurbished including lead sets, handles, cases, etc. This guarantees that the units going out to the site are in better condition than the units coming in. This insures that the site always has calibrated and up to date instrumentation on location. The following are the instructions for requesting and sending items in for calibration/repair.
 1. The site requests calibration by creating an inventory Purchase Requisition. SPR Front Desk will provide a delivery note to the site with shipping instructions to the closest lab for the items being sent in for calibration.
 2. The Delivery Note is sent to Transcat to pull, calibrate, and ship instrumentation to the site. Units shipping out on the delivery note are no-charge shipping.
 3. The site creates a Purchase Requisition with one line for calibration costs and one line to return the same number of tools from the delivery note for the items being sent in. SPR Front Desk will provide the site the Delivery Note and creates a PO for recalibration costs. This PO will be updated to reflect any repairs or missing items if needed when the instruments arrive at Transcat.
 4. The site sends in tooling to the nearest lab (address supplied in the Delivery Note). Transcat performs cleaning, calibration, and refurbishing/repairs if needed.
 5. Units are placed in the pool for the next Delivery Note request.
- *** If you have any questions regarding the calibration program the Account Manager and Sales Rep listed at the top of the guide are always available for support.

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Rental Requests

- Transcat provides rental services which cover a broad range of tooling, instrumentation, hydraulics, and kits. The process for requesting a rental is much the same as a regular product request.
 1. Web Based buying
 - www.transcat.com/vestas
 2. Inbound Sales Group
 - 800-828-1470 – Option #4
- Rentals can be billed on a weekly or monthly basis. We also offer lease to own options on capital equipment such as hydraulics and large kits.
- The following is a short guide for requesting rentals through the web.
 1. Rental items can be added to the cart in the same way that products are. However, it is highly recommended that a quote is generated for you to review before moving ahead with the rental. The Rental page is listed in the top row of tabs.



To request a quote simply click on the below icon,



Weekly and monthly rentals available. [Request A Quote today!](#)

2. You will be prompted to a short form to fill out including the instrument, contact information, rental length, etc.
3. You will receive an email confirmation as well as a quote for the rental. The time of rental can be adjusted to a weekly or monthly quote based on the length of the rental. You will also receive the rental agreement to review.
4. Transcat is continually updating and adding to our rental pool so if there is something you would like to rent, but do not see it, please let us know. You can put an item description or manufacturing part number in the "Requested Instrument" field.
5. Transcat also leases capital equipment in lease-to-own programs. Please contact your Service Representative or Account Manager in regards to these programs.

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Product Lines and Categories

Manufacturers

For our full listing of our Manufacturers please visit:
Transcat.com/brands

AEMC
Altek
Chatillon
CorDEX
Dickson
Druck (see GE Druck)
Dwyer
Eilon Engineering
Emerson Process Management
Extech



FLUKE

Gedore
GE Druck
GE General Eastern
GE Sensing
General Resistance
Greenlee Textron
Hioki



Kuhlmann Electro-Heat



Lund & Sorensen

Megger
(AVO/Biddle)

Meriam



Mitutoyo
Mountz
Nidec-Shimpo
Nupla



PLARAD®
Torque & Tension Systems

Precision Hydraulics

Ralston

RIDGID

RKI

Siemens Moore



Starrett Co.
Stuevant Richmond
TEGAM
Tentec
Torcup
Transcat
Transcat ProLine
Transmotion
Tuff Bucket
Wera Tool



WIKA



CALIBRATION

Baths
Communicators: HART & Fieldbus
Deadweight Testers
Documenting Calibrators
Dry Block Calibrators
Frequency Calibrators
Gauge Comparators
Hand Pumps
Loop, Milliamp, & DC Calibrators
Multifunction Calibrators
Nitrogen Source
Power Supplies
Pressure Calibrators
Pumps (Pressure/Vacuum)
Pressure Modules

TORQUE

Hydraulic Pumps
Hydraulic Rams
Hydraulic Wrenches
Manual Wrenches
Multipliers
Pressure Gauges



WIND TURBINE TOOL KITS

Technician's Tools Kits
Service & Maintenance Tool Kits
Blade Repair Tool Kits
Site Sets Tool Kit
Commissioning Tool Kits



PLANT MAINTENANCE AND SAFETY

Air Quality
Air Velocity and Flow
Battery Testers
Cable Height Meter
Cable Tracers
Gas Detectors
Light Meters
Leak Detectors
Motor Tester
Phase Rotation Testers
Pipe Locators
Sound Level Meters
Stroboscopes
Tachometers
TTR Testers
Ultrasonic Leak Detectors
Vibration

TEMPERATURE AND HUMIDITY

Blackbody Sources
Contact Thermometers
Fiber Optic Thermometers
Humidity
Hygrometers
Infrared Guns (IR) and Thermometers
Moisture Analyzer
Moisture Meters, Hand Held PRT's
RTD Devices
Temperature Loggers
Temperature References
Transmitters, Temperature, & Humidity
Thermal Imagers
Thermocouples



ELECTRICAL TEST

AC Line Tester
Appliance and Tool Testers
Cable Tracers & Fault Locators
Circuit Testers
Clamp-on Meters
Continuity Testers
Current Leakage Testers
Current Probes
DLRO's Micro-Ohmmeters
Gaussmeters
Ground Resistance Testers
High Voltage Detectors
Hipot/Dielectric Testers
Insulation Testers/Megohmmeters
Multimeters
Ohmmeters, Milli- & Micro- & DLRO Power
Clamp-on Meters
Power Quality Analyzers
TDR's, Time Domain Reflectometers
Telephone Wire Testers
Test Leads
Voltage Detectors/Testers
Wire Tracers

Product Lines

For our full product line listing please visit:
Transcat.com/products

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Additional Services and Locations

- Transcat also provides the following services,
 1. First party inspection
 - Including R&D and custom production pieces.
 2. Validation services
 - Including the assessment and development of validation protocols.
 3. Analytical Services
 - HPLC's, GC's, Dissolution instrumentation, as well as UV Spectrophotometers.
 4. Consultation and Remediation
 - Transcat provides training and consultation on a variety of specialties including calibration, asset management, validation, etc.

