

Engineering

Olympic Control's staff of Automation Engineers are here to assist you in solving your unique application. Our engineering services are intended to compliment and extend your in-house engineering resources thus giving you maximum flexibility with minimum resource drain. Olympic Controls can take on as much project responsibility as you need us to, from consulting and component selection to training and start-up assistance.

Component Selection:

Selecting the right automation equipment for your application is not a trivial matter. Olympic Control's Applications Staff is comprised entirely of degreed Mechanical and Electrical engineers for this very reason. We understand and consider all of the factors that can effect your system. Factors you might not be aware of, factors you don't know how to deal with, or factors you just don't have the time to deal with. We deal with machine automation everyday so you don't have to.

Product Customization:

No matter how many product lines a distributor carries, there are always going to be applications that just can't be solved with standard products. For a normal distributor that's the end of the story, but Olympic Controls is a value-added distributor. One of the values we add is the ability to customize equipment to suit your unique needs. That could mean special cables and connectors, pre-configuring drives and controllers, pre-assembling hardware, special motor windings, custom positioning tables; whatever it is you need; and done to your specifications!

Software:

Programming is probably the most often overlooked portion of an application, many times customers will trivialize the importance of effective and efficient software code. Not Olympic Controls! We know that your machine must do more than simply move from point A to point B. Many times you must concern yourself with:

- Integrating vision into an application
- Providing a Man-Machine-Interface
- Sharing information with a SCADA package
- Performing fault recovery in a safe and effective manner

We offer the software integration services to assist you in installing your project. Our "Product Specialists" can train you and help get your application running quickly without the frustration of learning a new programming language and troubleshooting unfamiliar code. **See website for service rates.**

Application Support:

At Olympic Controls we pride ourselves on our relationships with our customers. An integral part of maintaining those relationships is our ability to support the products we sell. Whether that support takes the form of technical advice, on-site trouble shooting, or product updates, Olympic Controls is there for you. If you require more than the allotted application support time to get your project up and running we can provide additional support to help you through whatever issues you are challenged with.

See website for service rates.



Purchasing

Olympic Controls Customer Service Team is knowledgeable on each of the product lines that we provide our customers. Having intimate product and industry knowledge will help eliminate costly mistakes. When you have questions or concerns, our team can field all your questions, interface with the appropriate factory for additional information, and develop a working solution. Here are a few ways we can help you do your job quickly and effectively:

[Order Acknowledgment](#)

Orders are processed the same day that they are received. We will provide you a Sales Order Confirmation report, via email, that shows the quantity, price, request date and scheduled delivery date of each item.

[Order Status](#)

We utilize several web-based tools to provide up-to-the-minute status of all open purchase orders. This information is electronically communicated in a timely manner to keep everyone involved with the project aware of the status of the order.

[Repairs and Returns](#)

We can offer expedited 3-Day RMAs for some product lines. Additionally, many times we can provide a loaner unit while yours is being repaired. This is not available with every product so please consider having spares on hand if you have a critical production environment.

Production

Time is of the essence like never before. Expectations are higher, and there isn't much room for errors or delays. At Olympic Controls, we understand the importance of delivering what you need when you need it, you don't want to delay one of your machine shipments because a critical component is late arriving at your facility. We provide a number of services to help your in-house production process be more efficient and accurate.

[Custom Assemblies](#)

Custom assemblies allow our customers to quickly and effectively install our products into their equipment. We can provide custom bill of materials to meet your production and scheduling needs. We also "kit" products for easy delivery of complete control systems in one complete shipment. We can download your application parameters into the drives, controllers, and touch screens prior to shipment.

[Blanket Orders](#)

Olympic Controls is a JIT organization that is capable of preparing product-delivery schedules to meet customers' unique delivery needs. Split shipments can be scheduled over a 12-month period for blanket orders greater than 10 pieces.

[Local Inventory](#)

One way to ensure your application success is by having the products that you need in inventory at our Portland facility. Olympic Controls can provide prompt delivery from one of the largest inventories of machine automation equipment in the Northwest.