TRind Industries Case study





Why I use WEG Drive and Control Products...



TR Industries stock a wide range of WEG automation and control products. From contractors to circuit breakers, including capacitors, terminal blocks, starters and a complete line of push buttons and pilot lights, we have a broad portfolio of controls designed to address the diverse industry requirements. We also provide complete industrial automation solutions using the most modern hardware and software tools available in the market.

We recently interviewed some long-standing customers in New Zealand who use a variety of our automation and control products to ask why they use them and to honestly review their experiences. Thank you to Highway Electrical and System Integrators for their frank answers and feedback.

We absolutely believe in the value of our products, but we don't just want you to take our word for it...

WEG is a brand with strong integrity which is important to me.



Tony Lumb Managing Director System Integrators

How long have you been using WEG drives? For the last five years.

Why do you use them? I find them to be reliable. I also think they are price competitive. WEG is a brand with strong integrity which is important to me.

Why did you start using them? One of the reasons was that we can now match the drive with the motor and its very helpful to have them both from the same manufacturer. If there is a problem, you only need to talk to one company, and we have found that TR Industries are always really motivated to help us with support.

What are the benefits of using these products in your opinion? The after-sale service. There are no arguments, it's a speedy process and they will come to site to resolve issues and stay until it's fixed. This takes out all of the drama.

What features do you find useful? The ethernet communications element. Also as a company they are always quick to respond to quotation requests, often within 24hrs and that's been of benefit over the years.

0800 367 934

Would you recommend these products? Yes – I would, and I have.

What has your experience of working with TR Industries been like? We have always been looked after. If we need product support things have been resolved or replaced. Their communication is a strength especially from a customer standpoint.



www.trind.co.nz

They are a trusted brand and priced competitively



Kevin McGarvey **Product Manager Highway Electrical**

How long have you been using WEG control products? For about

three years, perhaps longer with the VSDs. I use a fair cross section of the whole range including push buttons, soft starters and VSDs.

Why do you use them? Their motors are well respected and that flows onto their lower voltage products. They are a trusted brand. They are also priced competitively.

Why did you start using them? We were exporting to the USA and realised that WEG products were compliant with that marketplace and matched their products and requirements.

What are the benefits of using these products in your opinion? The technology is ahead of the game, robust and reliable. When we do a job, we also like to fit out the whole range of products and as everything is standard and from the same company, it all works together. I like the consistency of this and like the whole suite of products.

What features do you find useful? They make it easy to work with them. They have solid support around the motors and the motor protection equipment. TR Industries are a one-stop-shop which suits me. They also offer a great overnight turnaround service which is fairly unique.

Would you recommend these products? Yes definitely. I already have and do so regularly.

What has your experience of working with TR Industries been like? The technical knowledge of their support team is strong. We are looking at getting them to come in and upskill our team regarding data sheets in the future, and the fact that this training is available is also something that I value.

Hassle free, accessible and approachable -First-rate support that never falters



TR Industries is a wholly New Zealand owned and operated company providing engineering excellence and first-rate customer support for sizing and supply of WEG electric motors, WEG variable speed drives, and WEG control/protection equipment.

Our Mission is to give New Zealand industry peace of mind that their plant and equipment will run reliably and efficiently. We do this by providing total lifetime solutions and first-rate customer service for electric motors and associated equipment. This allows our customers to focus on providing value for their customers.

Emergency Callout

Contact us today to discuss your automation, control, or drive requirements and one of our trained and experienced team will be happy to chat!

Call 0800 367 934 or visit www.trind.co.nz