

Count on BEI for the Best Repair and Support

Retrofits and Crossovers



As a leader in the manufacture of optical encoders, BEI Industrial Encoders can also offer expertise in crossing over a wide variety of encoders from other manufacturers, both foreign and domestic. We maintain a thorough library of

encoder specifications and dimensional information covering a wide range of competitive products. If we cannot quote a replacement unit from one of our three encoder divisions, we may be able to guide you to an appropriate manufacturer or repair facility to help solve your problem. We are aware of the importance of time in a machine-down situation and handle cross-over requests in the most expeditious manner possible.



Service and Repair



All encoders produced by BEI are backed by our two-year warranty. If anything goes wrong, give us a call. Our trained service personnel can often troubleshoot a problem over the phone and determine if your encoder needs

to be sent in for repair. They will perform a thorough evaluation and recommend a course of action. In emergency situations an evaluation and repair can be underway within minutes after the encoder is received at our dock.



Engineering Support

Our on-site sales and engineering staff is available to help support your engineering needs—from deciding what type of encoder to buy, all the way through helping with the interface to your measurement or control system. In addition, a regional sales manager or manufacturer's representative is available locally to help with your system needs.



Product Specifying Assistance



This Specifying Guide covers most of the requirements of the industrial marketplace. If we can explain some of the available options or you have some special requirements, please give us a call. Over

the years we have developed more than 17 million variations on the basic encoder, and chances are we can answer your specific need.



