

# DUOGEN APPLICATION



application

**2 mobiles gensets in emergency mode & Load sharing**

what?

Load sharing with 1 DUOGEN

who?

«Apache Discotheque»



*Installation:*

- VOLVO 500 kVA
- GAC 881616
- AVR MeccAlte UVR6

what?

CRE products used

For this application we use DUOGEN product.

Advantages :

- Load sharing with only one module
- Fully compatible with most speed governors and AVRs



### DUOGEN FEATURES

- Manual and auto synchronization
- 50 / 60 Hz compatibility
- Digital input for auto synchronization
- Sync check relay
- 'Load shedding' output relay
- Isochronous kW sharing controls
- Constant voltage kVAR sharing controls
- Reverse power protections

discover our field services

CRE provide a complete staff of product support personnel and field service technicians with product knowledge of control systems and engine generator sets.



## technical support

### > Our help desk

You can contact us directly by phone or by Skype our technicians who will help you to solve your requests.

Call us on : +33 (0)492 38 86 86

Skype: support-cretechnology.com

### > Our E-mail support

You can submit your support query online 24 hours a day through e-mail. Our technical support specialists will answer as soon as possible during working hours.

E-mail: support@cretechnology.com



## application engineering

Our company provides complete application engineering services to help customers in the understanding and specification of our products into their system applications.

Together with our engineers, you specify your needs which will be materialized in our development department. We can also provide the product commissioning.



## on-site services

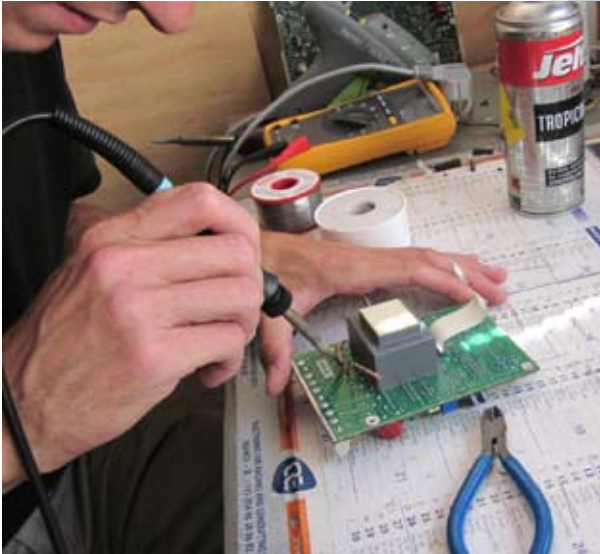
### > Commissioning

With the demands on your engineering and maintenance staff, time, human resource and specific skills become critical factors when a project is nearing completion.

Our experts can help you from instrument commissioning right through to on-site supervision and management of the complete commissioning services. Our service consists of all those verifications, tests and dynamic trials conducted prior to start up and production. We ensure everything is functioning properly, in particular from the point of view of processes and security.

### > Troubleshooting

Our project managers and expert technicians are available to react to your production emergencies. They provide a complete on-site diagnostics, troubleshooting, start-up assistance, and testing in order to offer a solution to the problem.



## repair center & warranty

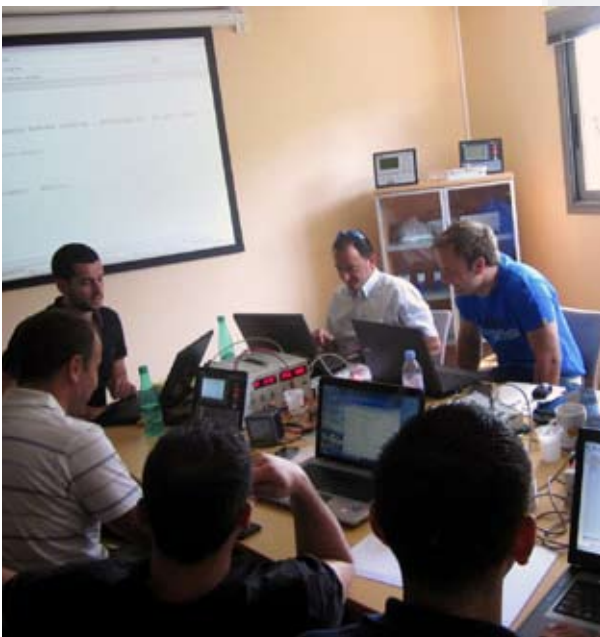
CRE Technology servicing includes a complete inspection of all functions and repair and/or replacement of all parts necessary to ensure your product is absolutely reliable.

All new CRE product is guaranteed against defects in materials and workmanship for one year starting from delivery. This warranty is limited to the factory repair or the replacement with an identical unit (to CRE Technology's choice) of the units which have not undergone damage resulting from a bad use or handling.

## training sessions

Training is critical for the internal Technical Support staff and just as important for educating and training CRE Technology customers. Proper installation, operation, troubleshooting and preventative maintenance are all addressed through a variety of methods, including on-site training by our technical personnel.

As an approved training centre, we organize regularly one/two-days technical trainings managed by product specialists and experts. They demonstrate full usage of the CRE products power generation and drive power products using our test benches.



### TYPICAL TRAINING SESSION ON GENSYS 2.0

- Theoretical principles on genset paralleling.
- Theoretical principles on speed regulation.
- Functions achieved by Gensys 2.0.
- Settings and configuration menu on Gensys 2.0.
- Cabling and wiring of Gensys 2.0.
- Automation part of Gensys 2.0, programming and variables.
- Communication ports of Gensys 2.0.
- Accessories and modules associated with Gensys 2.0.
- Product dynamic testing and exercises.

### contact us

If you have any questions about our field services, just give us a call, we're here to help !

**Tel: +33 (0)492 38 86 86**

**Email: [support@cretechnology.com](mailto:support@cretechnology.com)**

**Skype: [support-cretechnology.com](https://www.skype.com/people/support-cretechnology.com)**