

Interview Transcript: MotorDoc LLC



Interview with Howard Penrose, President of MotorDoc LLC

<https://motordoc.com/>

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Interviewer: David Stewart, Electrom Instruments



DS: Tell me about your company, what sort of testing you do, and how the Electrom iTIG fits in.

HP: Motor Doc is a field consulting and root cause failure analysis company. We do field testing as part of all that. Whether we are trouble shooting problems that are unique, that other people can't figure out, or whatever else, the Electrom is one of the tools that we use. We actually started using it when we were doing this kind of work for the [National Institute of Health](#). That's actually how it started.

I've used Electroms way in the past. Like, the ones that have all the little dials and buttons and switches on them, right? So, this one is far easier. So, whenever we go in [to see a customer], if it's an offline testing scenario, we'll use the [iTIG]. If it's a higher voltage machine, which we've done a number, we rent a 40kV power pack, once in a while. So, that's kinda it, you haven't steered us wrong yet.

DS: Do you take it out into the field fairly often?

HP: Not as much as we use to. Our calls have increasingly been on the electrical signal analysis side. When we do get called in to do insulation analysis, whether that's actual studies, or if we're doing research and development on new insulation systems, we'll use it. So, it's been featured in a couple of [IEEE](#) papers.

DS: I see on your website you mention iTIG. That means a lot to us. How did you first hear about us?

HP: I was desperate to get my hands on a tester in the field ... because the customer had specified [a competitor]. The rental company sent me an old [instrument] with a polaroid camera. [The instrument was] an old analogue so [the camera] was supposed to be the replacement for [recording screen images].

So, I was desperate because I couldn't use that in the field for what I needed to do. So, I tried to call them because I was like, I'll buy it, whatever it takes, you know. I ended up saying, I remember Electrom because I used it at [a local motor shop]. I called up [Electrom], I believe it was Christmas Eve and Jacob answered. So, he was sitting at his desk. He shipped me his personal unit to use for the project on January 6th while I was having mine built. So yeah. **Customer service is a big deal.**

DS: I remember you telling me that story at the conference.

HP: Yeah, that's usually the way I put it. I tried to call the other guys and even their tech support guys refused to take calls for the two weeks over Christmas and New Year. You know, and I call up you guys and the owner answers. I mean how challenging is that to make a decision, right?

Then, I've been in the field and it's like, something's not quite right so I'll call up, or I need to add a feature, and next thing you know I've got a download and a firmware update. So yeah, and without waiting for a week.

My favorite one was, we had a chiller motor out at the National Institute of Health. It was critical that we get it back up and running because the loss of one more was a life safety issue. **I call up and within half an hour, I had everything updated and everything else. We were able to test the machine, find that it was good and get it back up and running.** It's not always fault finding. Sometimes it's verifying everything is alright ... That was a 4160V 4000 hp electric motor on a chiller.