



Norbar Torque Tools (Shanghai) Ltd, Shanghai, China

Norbar continues to develop the concept of Company offices with repair and calibration facilities controlling the quality of service levels in key markets. The growing desire for high quality product in China means that providing high levels of customer support is essential.

The purpose built Norbar office is in the High Technology Park in the Minhang district west of Shanghai and close to Hongqiao airport. The new Metro makes the office even more accessible to the many distributors who are receiving product training at the facility.

The office also acts as a base for the wide-ranging technical sales team that support distributors throughout the 32 provinces of China.



Head Office

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Service and Repair

The facility offers spares and service for Norbar torque wrenches, Handtorque multipliers and Pneutorque pneumatic torque wrenches. Electronics spares and service will soon be added once appropriate Government approvals can be agreed.

The repair technicians have been trained by Norbar factory technicians to ensure that product can be serviced back to Norbar standards without having to leave China. This increases the speed of response to customers.

Test equipment for torque wrenches, hand and powered multipliers are all to Norbar UK factory standards. Importantly the powered multipliers are tested on a state of the art tester that allows the tool to be calibrated for hard and soft joints.



Calibration

The torque calibration laboratory has now been accredited by the Taiwan Accreditation Foundation to ISO 17025. The laboratory is the only one operated by a foreign company to have government certification to produce calibration certificates for torque wrench testers up to 1000 N.m.

We can now offer certification to the same standards in Shanghai as in the UK factory. Once again our objective is to support customers in China with fast, well priced support for Norbar product.



Technical Support

Factory trained technical support personnel and a high level of qualifications among the technical staff mean that Norbar is able to help customers use the correct product for the job. We can advise where product requires modification to best suit the application.



Training

The office is designed to allow for comprehensive distributor training. This ensures that the best and most up to date advice is delivered to customers by their local distributor.

Norbar will also offer training on torque to customers. Details can be obtained on request.

