

News : Sokkia Service Centre launched

Sigma Service just keeps getting better!...

August sees the start of a new beginning in the servicing of SOKKIA instruments. Over the years the SOKKIA instruments have been successfully serviced at the SOKKIA Gulf Office in Karama, Dubai. The service provided to Sigma customer has been of a very high standard, some of the challenges we faced though was the location of the service centre. Traffic being one of the major obstacles particularly for our Abu Dhabi customers.



Sokkia Service centre at Sigma Jebel Ali Office

In the current climate obviously there is a trend towards servicing products rather than purchasing new. We at SIGMA have recognised this situation and have responded without delay. From 1st August 2009 the SOKKIA service centre has now moved to the SIGMA offices in Dubai Investment Park. The benefits to this move are endless but to name a few are - an immediate reduction in delays due to the traffic problems, for our Abu Dhabi customers we are now considerably closer (less than one hour from SIGMA offices in Mussafah) meaning the turnaround time will improve dramatically, brand new state-of-the-art facilities have been erected by SIGMA to cope with increasing demands, more accessible for our customers, and provide help and information easily on hand.

We look forward to servicing your SOKKIA instruments and giving the service you deserve. For any suggestions or comments about our service please do not hesitate to contact me.

- **Mark Williams**, Survey Division

[Click here](#) for Location Map



News : Inspection adds new Brands

As a part of the strategy to expand its current portfolio Sigma Inspection has signed up with M/s Innov-X Middle East for distribution of its innovative and revolutionary products for the analytical instrument industry.

Innov-X systems manufacturers one of the most diverse high performance line of XRF analyzers in the world. The product ranges from the smallest, toughest handheld XRF to XRF's for the marine and Oil & Gas industries and continues to high throughput sorting systems. Innov-X is the one company that can provide a solution for virtually any elemental analysis requirement.

The product range consists of

- Handheld XRF
- Automated sorting recycling
- High Performance Mobile XRF
- Process on-line
- Oil, Fuels and fluid analysis
- Portable XRD



Omega Xpress
Advanced Handheld Alloy Analyzer

Application of XRF Technology	Application of XRD Technology
RoHS	• Mining
Environmental	• Environmental
Mining	• Petrochemical
Alloy Analysis	• Education
Oil, fuels and liquid analysis	• Pharmaceuticals
	• Forensics



Terra
Field Portable X-ray Diffractometer

The Handheld XRF utilizes an x-ray tube and produces an alloy chemistry and grade name in seconds. Major specific alloy applications includes -

- Petrochemical / PMI and Power plant applications/FAC
- QC for alloy producers, aerospace and fabricators
- Scrap metal sorting
- Pharmaceutical and Biomed



Sigma Inspection with expansion of its product line, now covers the entire spectrum of Non-destructive testing inspection requirement including : **Ultrasonic, Eddy current, Advanced inspection systems, DPI & MPI products and NDT inspection training courses** - Inspection Division

Accounts News:

As a strategy to understand the customer's needs and to enhance the service level offered, Sigma Account's is floating new initiatives and systems in the coming days. The first step towards this will begin with the Customer Enrolment form, which will smoothen your routine purchase and payment related transactions with lesser processing time and free of hassles.

The department is also in the process of reviewing the Credit limits in the month of September'09 for all our valued customers, to meet their new business requirements.

For any accounts related query, please mail us at accounts@sep.ae along with your Account Name, Number and Contact details.

- Accounts Department

Ramadan Working Hours:

In observance of the Ramadan season, SIGMA working hours will be from 8am - 2pm from Sunday to Thursday. Proper announcement of dates will be released once Ramadan officially starts.

However, rest assured that even with the shortened working hours, we will endeavor to serve our customers the service that they well deserve.

- HR & Administration Department

Sales News: Materials Testing Industry

Testing Materials lower than 100kN with Tinius Olsen

In today's challenging economic scenario, for any business including commercial laboratory, all are aware that trying out new things differently within the given business function will help in sustaining the business and stride through the current situation smoothly.

One of our prestigious customer, M/s Geoscience Testing Laboratory, has proven this by making an extremely smart investment decision in materials testing instrumentation in the month of July'09.

Geoscience already has a 1000KN tensile testing machine to test Steel rebars down to 100KN. However, they were lacking in the range from 0 to 100kN. This excited them to invest in a 100kN Screw-driven Tinius Olsen machine to test a variety of materials and comply with various international standards as below :

1. **Plastics** - Tensile and Flexural testing to ASTM D638, ASTM D790, ASTM D882, ASTM D624, BS2782, BS903, ISO527, ISO2439, ISO 8627 and other industry specific standards.
2. **Rubber** - ASTM D412, ASTM D624, BS 903, ISO 34, ISO 37 and other industry specific standards.



Geotextile Testing grip

3. **Water-proofing membranes and PVC water-stops** - BS 6319 Part 7, ASTM D 412, ASTM D 638, BS 2782 – Method 320E & F, and UEATC test method. Other standards include ASTM D1004, ASTM C836 and ASTM E154. See our special blog on testing water-proofing membranes [here](#).

4. **Geotextile testing** to ASTM D4632, ASTM D4533, ASTM D4833, and ASTM D6241. See our special blog on Geo-textile testing [here](#).

5. **Mortar Briquette tensile** to BS 6319: Part 7

6. Unconfined Compressive strength of Intact Rock cores and Soil to ASTM D2938 and ASTM D4543.

7. The machine also has grips to do 3 point or 4 point bending tests on different materials, with a special displacement transducer to measure the Modulus of Elasticity

These are some amongst the many materials and tests this machine can perform. Some of the other salient features of the machine including:

1. Highly accurate 100kN Servo Load frame with Class 0.5 (0.5% in ISO 7500 calibrations) and Force accuracy from 2% to 100% of Load cell capacity.
2. Three load cells - 100, 10 and 2.5kN to cover the lowest ranges and softest materials
3. 500L - Laser Extensometer. This is a special non-contact type extensometer used to measure soft materials without touching them. This latest technology removes the extensometer alignment component from the uncertainty of measurement calculation,

because it no longer needs to be mounted on the sample. As the extensometer is non-contact type the sample is not exposed to clamping forces from the extensometer jaws thereby preventing premature jaw breaks.

4. Special displacement for measuring Modulus of elasticity and bending moment during flexural tests. This is mounted vertically below the sample at the mid-point to calculate the bending moment precisely for any material.

The beauty of the configuration is that the lab only has to invest in the proper grips for new applications and the versatile 'Horizons' software does the rest.

For more details on the application guide, please contact us at marketing@sep.ae.

- Industrial Materials Testing Team, Instrumentation Division



Tensile Testing Machine



Briquette Testing Grip



Snap shot of the "Horizon" software

Other Sales News:

Instrumentation appoints partner @ Bahrain

Sigma Instrumentation has signed up with M/s Oilfield & Technical Supplies Centre W.L.L (OTSC) for promoting its entire range of products segments in the Bahrain market from June'09.



OTSC is an Industrial Trading and Servicing Company, has motivated and professional workforce to achieve their ultimate goal of being the market leader. The company deals in all kind of automotive and industrial batteries, accessories, consumables, bearing filters, garage equipment, hand tools, high pressure vacuum cleaners, hose and many more products, with an excellent and full fledged servicing facility.

With experienced and motivated staff of OTSC, Sigma instrumentation is looking forward to develop the Civil Materials testing market initially followed by other product segments. As a part of this, a two day comprehensive orientation was given to OTSC representative regarding division products, services and sales strategies. The division is expecting an additional business to augment its current business volume through this expansion strategy.

- Instrumentation Division

Division News: The Extra mile....

As the PMV vision states "To delight our customers on every occasion with our sales, service and support packages and ensure maximum commercial penetration with every opportunity", the team has geared themselves for year 2009, with renewed focus and drive to overcome numerous challenges in the market during the coming days.



Living up to this commitment, we are proud to announce our accomplishment in moving closer to customer requirements by successfully modifying and improvising some of our products from the Belle group, namely Power Trowel and Bench Saws.

Power Trowel: is designed to provide contractors with the features and performance they need. These machines are used for long periods and therefore, is designed to give improved operator comfort and easy control. Smooth running helps achieve a high quality finish.

Here in the Power trowel we were able to upgrade the centrifugal clutch to a hand operated clutch system at Sigma PMV workshop. This change in power flow design will now help the operators to have an easy control over the equipment and the safety there by increasing productivity.

Bench Saw: as the name suggests is designed and used for cutting all types of concrete materials at the construction site.

Using the standard equipment from Belle, the end user had to go for two passes for cutting a cement block of 200mm thickness.

Understanding this, we modified the blade guard size to accommodate a 600mm blade replacing the standard 500mm blade. This simple but critical in-house modification has helped the operator to cut the blocks in a single pass, thereby improving his productivity .

All these modifications will assist and meet our customer's specific needs and most importantly, we believe this will enhance the Unique Selling Point (USP) of our product, giving us an extra edge over our competition and living up to Sigma vision of adding value to its customer's business.

It would be safe to state that, soon we can expect Belle to incorporate these modifications in their factory, before shipping the machines to us. All credits to our workshop foreman, for his ingenuity at work. This is what we call going "**the extra mile...**", as this will certainly help the PMV sales team while pitching the product to their customers. As we all know, when it comes to sales, any help from any quarter is greatly appreciated as it helps to live up to our vision.



Belle Bench Saw

- PMV Division

Customer Testimonial

Material Lab



Material Lab is an independent accredited Material testing laboratory, established to cater to national and regional research and testing required to approve materials used largely in construction. Located in Dubai and Abu Dhabi and equipped with state-of-the-arts testing equipment, the laboratory confirms its credibility through third party assessment and regular participation in the inter-laboratory proficiency testing programs. Laboratory has services of highly qualified, well experienced and trained staff to carryout testing work meeting with highest industry standards.

Services offered by Material Lab include but not limited to the following.

- Geotechnical Investigation (Offshore / Onshore)
- Construction Material Testing.
- Oil, Gas and chemical testing.
- Environmental Testing and Monitoring.
- Pile testing services.
- Specialized testing services (Water proofing membrane, geotextiles, resins, protection boards, architectural glass, thermal conductivity etc.)



An independent materials testing laboratory accredited to ISO/IEC 17025

Experience with Sigma:



"..our experience with Sigma has been for long and we cherish the good relationship with their representatives. Moreover, their products are good with excellent features and analysis software. This is one of the main reason why we would be associated with Sigma for many more years to come. Service levels, understanding customer requirements & objectives, timely delivery, prompt response, professional staff, quality of training and technical ability are of high standards compared to our other suppliers..."

Engr Zahid Mahmood, Business Development Manager

Sigma Aerospace Seminar

In continuation to our article in 2nd edition of Sigma newsletter, we are pleased to inform you that the final dates for the Aerospace NDT and Visual Inspection Seminar as given below :

Seminar Venue: Courtyard Marriott Hotel, Dubai

Dates: October 21, 2009

The key note speakers in the seminar will include top officials from Olympus NDT and Sigma. The latest technological developments in Olympus Eddy current, ultrasonic & visual technology and NDT applications for the aerospace industry will be showcased in this particular seminar.

Detailed invitation will be sent to all our customers for further booking of seats in advance. Meanwhile, you may please feel free to write to us at marketing@sep.ae for any query on this. - **Inspection Division**

Instrumentation Summer Offer!

<p>NCAT ASPHALT CONTENT TESTER</p>  <p style="color: red; font-weight: bold; border: 2px solid red; padding: 5px; display: inline-block;">Limited Stocks</p> <p>Market Price Dhs 47,500 Offer Price Dhs 39,750 Savings Dhs 7,750</p>	<p>CONCRETE PAN MIXER 56 litres</p>  <p>Market Price Dhs 18,130 Offer Price Dhs 13,864 Savings Dhs 4,266</p>	<p>SOIL COMPACTOR AUTOMATIC</p>  <p style="color: yellow; font-weight: bold; border: 2px solid yellow; padding: 5px; display: inline-block;">30% Off</p> <p>Market Price Dhs 29,744 Offer Price Dhs 22,746 Savings Dhs 6,998</p>
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Call us on **050 5573583** for more details

Contact Us:

Sigma Enterprises L.L.C

P.O Box 96241, Dubai Investment Park
Dubai, United Arab Emirates
Tel: +9714 8851828 **Fax:** +9714 8851628

Abu Dhabi Office:

Tel: +9712 5511477 **Fax:** +9712 5511433

Email: marketing@sep.ae

Web: www.sigma-epd.com

Location Map:

