

People at Pinnacle

Reaching the Pinnacle of reliability through strategic partnerships

An interview with Logan Freeman,
Service manager at Pinnacle



Pinnacle X-ray Solutions has built a reputation for reliability, efficiency, and exceptional customer support. With cutting-edge technology, a responsive support network, and streamlined service capabilities, Pinnacle ensures its customers experience minimal downtime and maximum productivity.

Tell me a little bit about yourself. How did you end up at Pinnacle?

"started as a service engineer at an NDT company, providing custom X-ray solutions. I later moved into sales at Comet X-ray, where I sold the first MesoFocus system in the U.S. to Pinnacle and worked on portable product sales, including the first sold unit of the portable ECO 160DS. In February 2024, I joined Pinnacle X-ray Solutions as a service manager, focusing on technical challenges, production decisions, and selecting X-ray sources for our cabinets."

How does the transition to new X-ray technology benefit Pinnacle?

"Recently, we transitioned to using primarily Comet products, especially the 225 and 450 MesoFocus systems. Comet's systems, including the generators and sealed tubes, are very stable. This means we can meet customer efficiency, productivity, and reliability needs."

"A standout feature is Comet's generators' remote monitoring capability. We can log in from anywhere, view operational details, and share valuable insights with customers, like shot count, usage hours, and efficiency tips. This "smart generator technology" helps educate end-users and ultimately increase uptime."

How partnerships drive reliability and support

How do Comet's products improve Pinnacle's customer service?

"Troubleshooting is straightforward in most cases thanks to the generator's pinpoint diagnostics, which cut troubleshooting time from hours to minutes. While some issues require deeper analysis, often, it's just a matter of swapping, for instance, a power cell, which means a lot less downtime for



ThePXS-VDM with Meso 450 and 225 FXE system, read more about it here: www.pxsinc.com/product/



Logan Freeman in front of the PXS-VDM with Meso 450 system, read more about it here: www.pxsinc.com/product/

customers. Because of the remote software and modular spare parts, customers don't need to wait for a service technician to fly out for simple fixes. Compared to standard generators, the Comet generators are like driving a Ferrari instead of a Fiat - they both get you from point A to B, but the Ferrari does it quicker and in style."

"Most customers cannot afford to be down for a day or two, so it is important to get spare parts to them quickly. We always keep a stock of spares, including tubes, cables, and power cells. Because we are well stocked, we can have a part anywhere in the continental US the next morning. When we run out of a particular Comet part, we usually have a quick turnaround time. We can typically get the things within a day or two from Shelton."

Can you tell us about support with critical parts and urgent orders?

"Comet's flexibility and dedication to making things happen are exceptional, making Pinnacle flexible. If we need something urgent, they will do their best to shift things in production. That commitment to quick response and support sets them apart; it's a key reason we can get customers back up and running fast."

"When selecting a complete X-ray system, Pinnacle prioritizes delivering the best overall solution rather than focusing solely on component pricing. Our decisions are guided by the specific needs of our customers, ensuring reliability and efficiency. Once a Comet component is installed, customers tend to stick with it."



The PXS-VDM with Meso 450 and 225 FXE

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Logan Freeman, Service manager at Pinnacle

How does Comet's TCS team support you in troubleshooting and repairs?

"Comet's US-based Technical Customer Support team (TCS) handles major tube and generator repairs, with experts stationed on both coasts. If they are unavailable, queries are automatically forwarded to the European TCS team for a quick response. This global network ensures fast troubleshooting, leveraging shared documentation and expertise across regions. Whether by phone, email, or direct collaboration, their support helps resolve complex issues efficiently."

"While other companies may have good response times, Comet's support quality stands out due to the depth of their assistance. Instead of just suggesting a potential problem, Comet provides a detailed, step-by-step diagnostic process, guiding us through specific checks to confirm any issue. This thorough approach narrows the troubleshooting process so I don't have to troubleshoot an entire component myself."

Thank you for your time, Logan.



"Customers recognize that a Comet component may cost a bit more, but they value its reliability and appreciate that they can get it twice as fast when it matters."

Logan Freeman, Service manager at Pinnacle



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