

Field Service & Customer Support

Over 300 TMEiC Service Engineers world wide.
Over 70 Service Engineers across North America.

metals

cranes

mining

testing

oil & gas

renewable
energy

power
generation

cement

Sales & Service Network

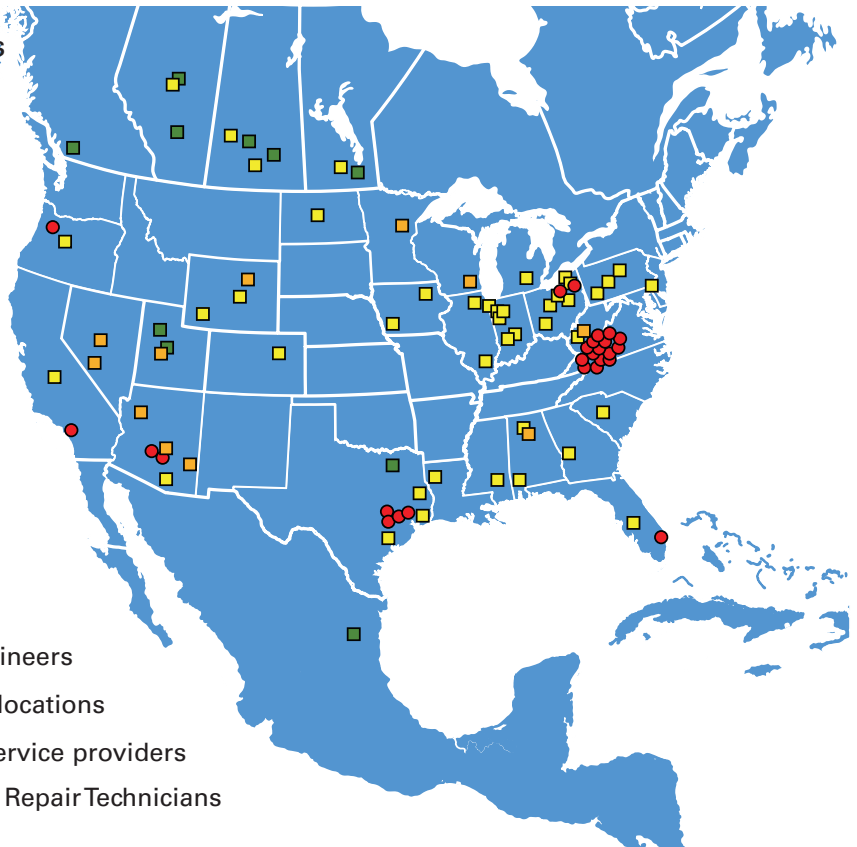
TMEiC is the leading application expert for high performance drive systems and services, combining strong global capabilities with a flexible customer-centric business approach. As a systems integrator, TMEiC provides support across the board – from proposing solutions to post-sale services. Our Global Customer Support Network is available world wide – *any time, anywhere.*

Customer Service Call Center – Technical Support 24/7, 365 days a year

Whether the equipment is up and running or experiencing downtime, live help from TMEiC is a phone call away. With bases in North America and around the world, regional TMEiC companies and TMEiC motor service shops provide reliable support whenever needed.

We know you operate 24 hours a day, 365 days a year. SO DO WE.

- Staffed by trained service engineers
- Supported by factory design engineers



- 77 TMEiC Service Engineers
- 43 MV Motor service locations
- Authorized MV VFD service providers
- Authorized MV Motor Repair Technicians

TMEiC
 For Service or Parts, call
1-877-280-1835
 INTERNATIONAL:
+1-540-283-2010
 24 hours / 7 days
www.tmeic.com/main/php

Start-Up and Commissioning

TMEiC

Detailed Drive Commissioning

- Inspection
- Wiring validation
- Programming & Adjustment
- No load testing
- Load testing

TMEiC

Detailed Motor Commissioning

- Inspection
- Wiring validation
- Alignment check
- No load testing
- Load testing

Customer Success. Every Project, Every Time.

Customer Training

TMEIC offers customer training courses tailored to specific customer needs and requirements. These classes can be conducted at customer sites

- Automation and Control Systems (H/W& S/W)
- Drives (LV & MV)
- Motors
- Generators
- Other TMEIC products/systems



Product Preventative Condition Assessment & Maintenance

TMEIC condition and performance assessment programs provide drive system investment protection through well documented engineering procedures for assessment and preventive maintenance of switchgear, magnetics, controls, power converters, and motors. Complete project management equals peace of mind. Benefits include:

- Extended hardware life
- Improved system information
- Increased service options
- Condition assessment

All within your regular outage schedule and will minimal risk and low comparative cost.

Assessment of Motors & Drives

- Motor assessment
- Application assessment
- Electrical assessment
- Mechanical assessment
- Failure analysis and assessment

Motor & Generator Service

- Magnetech services motors over 600 V
- EASA services motors under 600 V
- Integrated Power Services (IPS) services AC machines up to 80,000 hp, and DC machines up to 1,000 hp
- Flanders repairs AC machines up to 30,000 hp, 13.8 kV and DC motors up to 8,000 hp.

TMEIC Customer Service Offers Complete Coverage

- Commissioning Support/Engineers
- Training-at our training center or at your facility
- Remote Diagnostics
- Project Conceptualization
- Technical Support
- Outage Management
- Reliability Investigations
- Plant Performance Upgrades
- Technical Support
- Spare Parts
- On Site Inspections
- 24 hour Emergency Support
- After Sales Service Contracts
- Life Assessment & Refurbishment



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If you have questions regarding your project requirements, please contact TMEIC Corporation at 540-283-2000.