



FOR IMMEDIATE RELEASE

TMEIC Announces New Remote Diagnostic Center (RDC)

Roanoke, Virginia, May 19, 2014 –TMEIC Customer Support has completed remodeling and installation of equipment to support a new Remote Diagnostic Center. The new RDC offers responsive customer support to resolve faults, resulting in less downtime and lower repair costs.

The new Remote Diagnostics Center addresses the challenges of supporting our customers remotely when field engineers are not immediately available to be onsite. The RDC allows TMEIC engineers to establish reliable remote sessions using multiple protocols. Once connected, TMEIC engineers can directly control systems and drives, or monitor and assist the customer in troubleshooting, adjusting, or collecting fault data. TMEIC can connect to the customer's system via multiple protocols, including:

- Remote Desktop
- Web conferencing system
- Customer's VPN services (Secured)

The ability to provide support remotely allows critical issues to be resolved without causing any delay to the project. Other benefits of the RDC include:

- Failure analysis
- Quick and efficient overview of drive status
- Downloading and saving of historical data
- Reducing customer downtime and cost
- Reducing service cost for customer

RDC equipment includes:

- 3 individual workstations
- 70" LED Monitor for analyzing data
- 2 Tera-byte Hard-drive for data collection storage
- Simulators for three of TMEIC's popular drives:
 - TMdrive-70
 - TMdrive-10
 - TMdrive-10e2

To reach TMEIC's 24/7 Customer Service Call Center, logon to www.TMEIC.com/CS, or call:
1-877-280-1835 (USA & Canada)
+1-540-283-2010 (International)

For more information about TMEIC's Remote Diagnostic Center, please contact Kelvin Savage (kelvin.savage@tmeic.com), or Steve Peak (steven.peak@tmeic.com) +1 540-283-2000.

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About Toshiba Mitsubishi-Electric Industrial Systems Corporation (TMEIC)

Toshiba Mitsubishi-Electric Industrial Systems Corporation (TMEIC) was formed in 2003 from the merger of the industrial systems divisions of Toshiba Corporation and Mitsubishi Electric Corporation. TMEIC manufactures and sells variable frequency drives, motors, and advanced automation systems for a range of industrial applications. We drive industry.

The North American operation –

TMEIC Corporation, headquartered in Roanoke, VA, designs, develops and engineers advanced automation, large AC machines and variable frequency drive systems. TMEIC Corporation specializes in the Metals, Material Handling, Oil & Gas, Mining, Testing and other industrial markets worldwide. We drive industry. www.tmeic.com