

# Global Customer Support Network

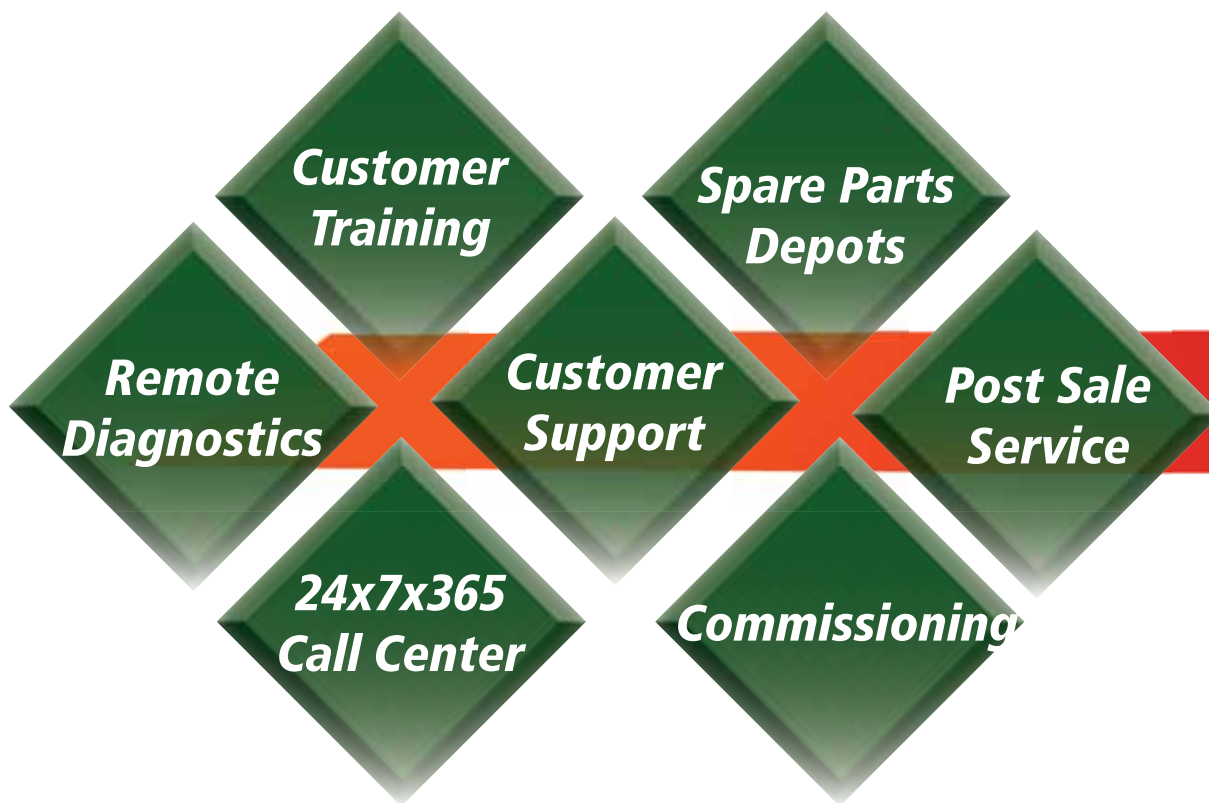


**[WWW.TMEIC.COM](http://WWW.TMEIC.COM)**

JAPAN | NORTH AMERICA | SOUTH AMERICA | EUROPE | SOUTHEAST ASIA | INDIA | CHINA | MIDDLE EAST | AUSTRALIA

## Customer Support

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.*





Over 300 TMEIC Service  
Engineers world wide

Over 70 Service Engineers  
across North America



## **Customer Support**

TMEIC offers comprehensive Customer Support, from pre-planning, through design, commissioning and post sale service.

## **Customer Service Call Center**

- Open 24x7x365
- Staffed by trained service engineers
- Supported by factory design engineers
- +1 (540) 283-2010 (International)
- (877) 280-1835 (in the U.S.)
- [www.tmeic.com/customer-support](http://www.tmeic.com/customer-support)

## **Spare Parts Depots**

- Spare Parts Depots around the globe
- 24 hour emergency spare parts turnaround

## **Remote Diagnostics**

Remote Drive and System Diagnostics

- Global connectivity
- Quick fault resolution
- Reduced downtime
- Lower maintenance costs

## **Motor and Generator Service**

- IPS/Flanders/ Magnetech services motors over 600V
- EASA services motors under 600 V

## **Commissioning**

- Comprehensive factory acceptance test
- Time saving commissioning and drive tune-up Wizards
- Commissioning team includes the field engineer and the engineer who designed and tested the system
- Training and familiarization of the entire team with the system at the factory

## **Customer Training**

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

# Remote Diagnostic Service Reduces MTTR

Remote diagnostic service offers protection for your investment, by reducing downtime, lowering repair costs and providing peace of mind. Remote diagnostics requires an internet connection between your plant and TMEIC for retrieval of fault logs and files to diagnose drive or system issues.

## Reduced Downtime and MTTR

**Quick support saves thousands of \$ in lost production**

- TMEIC engineers can quickly connect to the drive and diagnose many issues in a matter of minutes.

## Secured Connection

**Customer-controlled access**

- All remote activity is conducted with permission of the customer
- Drive start/stop is not permitted remotely

## Fault Upload Utility

**Proprietary Fault Upload Software via RCM**

- Remote Connectivity Module monitors key real-time parameters
- Historical drive faults pushed to the computer
- TMEIC engineers analyze the issue resulting in the fault and provide a solution

## Industrial Computer

**Ruggedized computer for demanding applications**

- Fan-less computer withstands high vibration and temperature ranges in a small DIN-rail mounted footprint

## Multiple Ethernet/Serial Ports

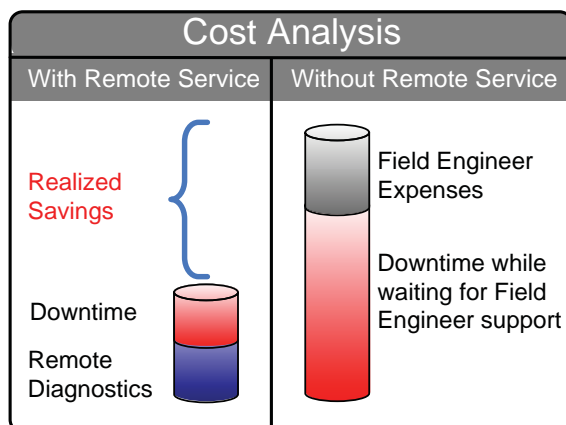
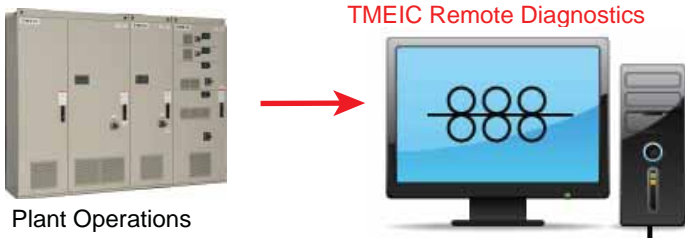
**Flexible connectivity**

- The module can be connected to two separate LAN's along with a host of serial/USB devices.

## System Diagnostics Tool

**Included in Level 1 Software**

- System faults are automatically identified, and provide an integrated view of product, process and system information
- TMEIC design and service engineers analyze data and provide steps for resolution



**TMEiC**  
*We drive industry*

**For Service Call**  
**1-877-280-1835**

**INTERNATIONAL:**  
**+1-540-283-2010**

**www.TMEIC.com/CS**

**24 Hours / 7 days**

**WWW.TMEIC.COM**