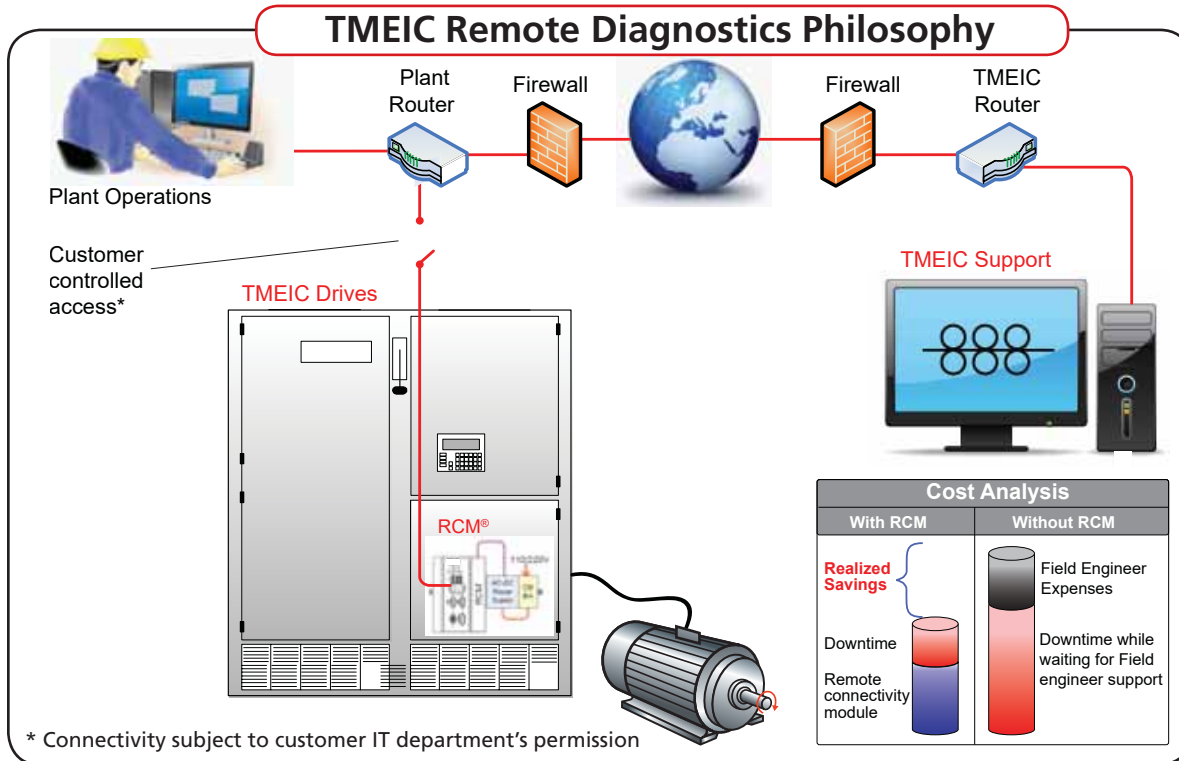


## Remote System and Drive Diagnostics



### Features

- Reduced downtime and Mean-Time-to-Repair
- Secured connection\*
- Auto Upload via TMdrive-Navigator
- Industrial computer
- Multiple ethernet/serial ports

### Benefits

- **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.
- **Customer-controlled access**  
All remote activity is conducted with permission of the customer. Drive start/stop is not permitted remotely.
- **Proprietary Traceback Upload**  
TMdrive-Navigator's auto upload capability can save traceback data to the RCM exclusively. This enables TMEiC engineers to analyze the issue resulting in the fault and provide a more coherent solution.
- **Ruggedized computer for the most demanding applications**  
Fan-less computer withstands high vibration and temperature ranges in a small DIN-rail mounted footprint
- **Flexible connectivity**  
The module can be connected to two separate LAN's along with a host of serial-talking/USB devices.

# Remote System and Drive Diagnostics

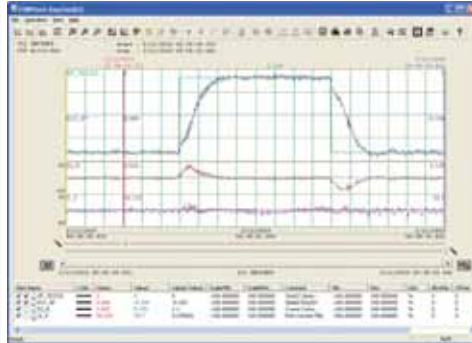
## TMdrive-Navigator for Configuration and Monitoring

The TMdrive-Navigator empowers the user or the service engineer to “look” into the drive, making drive diagnosis simpler.

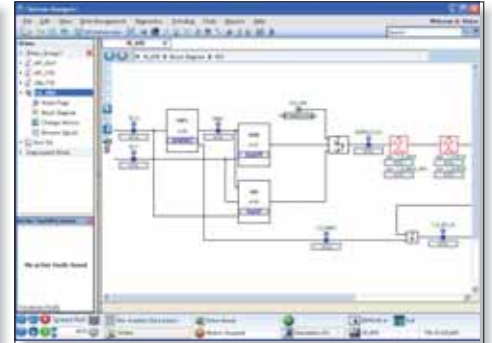


The Navigator tool helps maintain TMEIC drives in the field. Any user can easily access current drive expertise & know-how.

Compatible with OS Windows 7 and Professional 32-bit



High speed data is automatically captured and saved in the event of a drive fault. Users can capture high speed data based on their own trigger conditions or perform high resolution real-time trending.



Live block diagrams provide a real-time graphical view of drive functions. Functions can be configured directly from the graphical view.

Product documentation is integrated into tool. Users can capture their own notes to benefit future troubleshooting.



RCM<sup>®</sup> mounted in the drive

## RCM<sup>®</sup> reduces repair time

Three fault situations resolved remotely by TMEIC engineers using RCM<sup>®</sup> are described below. In each instance, no service call was required, resulting in quicker resolution and less down time.

Industry Segment	Hot Strip Mill, USA	Cement Plant, Barbados	Ship-to-Shore Crane, USA
Event	Drive suddenly faulted	Drive faulted multiple times	Drive faulted randomly
Action through RCM <sup>®</sup> connection	TMEIC engineers reviewed drive settings and fault history.	TMEIC engineers reviewed drive settings and fault history.	TMEIC engineers connected to the drive and concluded the problem was inconsistent feedback signals.
Cause	Motor insulation failure	Firing card failure	Loose analog wire to the PLC
Resolution	Recommended customer to repair the motor	Directed customer to replace defective card with a spare	Directed customer to tighten loose wires to the PLC
Resolution time	120 minutes	150 minutes	4 hours

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