



**TOSHcare** 

LIFECYCLE SERVICES

**TOSHIBA**

**TOSHIBA INTERNATIONAL CORPORATION**

CONNECTING OUR SOLUTIONS to YOUR POSSIBILITIES

# TOSHcare™

# Lifecycle Services

**TOSHcare™ Lifecycle Services improve reliability by proactively addressing common issues that could result in unscheduled downtime.**

## **PREVENTIVE MAINTENANCE (PM) CONTRACTS**

For customers who like to plan ahead, Toshiba International Corporation (TIC) offers preventive maintenance (PM) contracts that provide future maintenance at a fixed price, making it easy to allocate maintenance on any budget. Our representatives will work with you to find the best value in time frames that work for you. Most companies have preventative maintenance programs currently in place for electrical equipment. Adjustable speed drives (ASDs) are, by the square foot, some of the most expensive and critical pieces of equipment in a facility. Our Preventive Maintenance Contracts are fulfilled by factory authorized personnel who are fully supported by TIC with technical support, emergency parts logistics and training so that your most valuable process equipment is serviced properly by our TIC Service Network.\*

## **TOSHcare POWER MODULE RECONDITIONING PROGRAM**

The TOSHcare reconditioning program for ASD power modules allows customers to send modules back for factory reconditioning at a fixed price, making the program a convenient allocation in maintenance budgets. The Power Module Reconditioning Program ensures the reliability of power modules that are currently in operation or that have been stored for an extended period of time.\*

## **TOSHcare PROTECTION PLAN (TPP)**

The TOSHcare Protection Plan provides customers the ability to purchase renewed protection against defects in materials or workmanship for out-of-warranty equipment and parts. Plans are for a one (1) year term unless otherwise stated.\*

## **CUSTOM MODIFICATIONS**

Toshiba International Corporation has a fully-staffed project engineering group that can design, source and/or build the items needed to get your TIC equipment up to speed with your ever-changing systems and technology. Whether it is simply installing metering devices for your motor and drive systems, adding a synchronous bypass cabinet for your ASD, or implementing a new controls scheme that falls in line with your plant's evolving systems, our TOSHcare Lifecycle Services Representative can help you every step of the way.

## FIELD SERVICE SUPPORT FOR TOSHIBA MOTORS, DRIVES, & SWITCHGEAR

- Installation & Startup
- Troubleshooting & Repair
- Preventive Maintenance
- All Low & Medium Voltage Product Lines

## FULL-TIME FIELD SERVICE PERSONNEL & TECHNICIANS STAFFED IN REPAIR FACILITIES

- Houston, Texas, USA
- Edmonton, Alberta, CAN

## ADDITIONAL SUPPORT THROUGH TIC'S SERVICE CENTER NETWORK

## 24/7 EMERGENCY SERVICE LINE

## CUSTOMIZED APPLICATION & FIELD SERVICE TRAINING

- Houston & Edmonton Training Facilities
- On-site for In-House Personnel
- Virtual Classroom Webinars

## ASSET MANAGEMENT

As part of our TOSHcare umbrella of Lifecycle Services, TIC can help you get the most out of your capital investments by providing asset management services for your motors, drives and switchgear.\*

These services include:

- Asset Identification by serial number and location (equipment and spares)
- Analysis of distribution of equipment to its associated spares and criticality of location
- Recommendations for critical spares
- Tracking of all TIC service activities related to managed assets
- Analysis of causation trends in unscheduled maintenance
- Preparation of preventive maintenance programs and schedules
- Coordination with your field personnel of the execution of Preventive Maintenance Contracts
- Performance of periodic business reviews with your designated representatives covering all TIC services provided, providing recommendations moving forward, and identifying service-related trends that may not be easily identified at the branch, station or location level.

## TECHNICAL SUPPORT

TOSHcare Technical Support provides technical and application support on TIC equipment through the standard warranty period. Emergency service and support is also available by calling 1-800-231-1412 after normal business hours.

## TRAINING FOR THE LIFECYCLE OF YOUR BUSINESS

TOSHcare training services can help ensure that your workforce is properly trained to maintain TIC equipment they are responsible for. TIC can provide training for new employees on everything from basic equipment theory of operation to maintenance and, in some cases, emergency repair. Your TOSHcare Lifecycle Services Representative can help develop a training and delivery plan for your organization.

\*All TOSHcare Lifecycle Services are subject to applicable terms and conditions and limitations



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[www.toshiba.com/tic/service-warranty](http://www.toshiba.com/tic/service-warranty)