

TOSHIBA



Lifecycle Services



Reduce Equipment Repairs & Minimize Unplanned Shutdowns

Industrial products such as adjustable speed drives (ASDs), motors, and control gear are among the most critical and valuable equipment in any facility. Without proper maintenance, these vital investments can deteriorate over time, compromising overall operations. TOSHcare® Lifecycle Services enhance equipment reliability by proactively addressing common issues that could lead to unscheduled downtime.



Why TOSHcare Lifecycle Services?

- Enhance equipment safety and help optimize performance
- Prolong equipment lifespan and protect against component obsolescence
- Reduce operational costs impacting profitability



PREVENTIVE MAINTENANCE (PM) SERVICES

Preventive maintenance (PM) plays an important role in maintaining equipment performance and minimizing the risk of costly downtime. Environmental factors such as moisture, dust, and dirt can contribute to corrosion and electrical tracking, which may lead to short-circuit faults. Regular cleaning, inspection, and testing as part of a PM program can help detect and address minor issues before they develop into major problems.

Unexpected equipment failures often lead to production delays and revenue loss. For example, a clogged air filter can reduce airflow, causing a drive to overheat, and potentially shortening its operating life. By supporting longer equipment life cycles and deferring replacement needs, preventive maintenance can contribute to significant long-term cost savings.

POWER MODULE RECONDITIONING PROGRAM

POWER MODULE RECONDITIONING

Reconditioning offers a cost-effective solution to improve the reliability and lifespan of existing power modules, whether in use or storage.

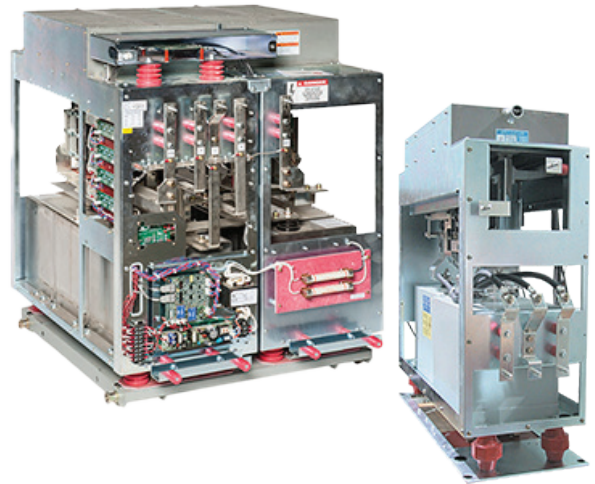
Reconditioning addresses potential issues before faults or component stress occurs by cleaning critical components and replacing key circuit boards as applicable. Reconditioning helps to ensure these modules function properly when needed. Scheduled maintenance is more cost-effective than unexpected urgent repairs.

POWER MODULES RENTAL

Toshiba offers power module rentals to help maintain operational continuity while your modules are being reconditioned.

POWER MODULES STORAGE CONTAINERS

To support the long-term reliability of spare power modules in storage, Toshiba offers specialized containers with optional power control and space heaters. These features prevent leakage currents and reduce the risk of humidity damage, helping to maintain the modules in optimal condition.



UPGRADE SERVICES

Toshiba's drive upgrade services offer a cost-effective solution to extend the life of, and to enhance the performance of, your existing equipment. Upgrading to the latest generation technology offered by Toshiba prevents obsolescence while improving functionality. The entire process is completed on-site by factory-authorized personnel to minimize operational disruption.

When upgraded, eligible drives are then equipped with an advanced control system featuring a more powerful processor, enabling faster processing, improved control, and expanded communication options. Each system undergoes thorough testing to support a smooth transition between control platforms and to help maintain consistent performance.

The upgraded equipment retains its original compact footprint, helping conserve valuable space. Standardizing on a single drive platform can also reduce spare parts inventory and simplify ongoing maintenance needs. Optional protection plans offer additional coverage for defects in materials or workmanship in the equipment and parts.

CUSTOM MODIFICATIONS

Toshiba's dedicated project teams are equipped to design, source, and build the items needed to align your Toshiba equipment with evolving systems and technologies. Whether it involves installing metering devices for motors and drives, adding a synchronous bypass cabinet for a drive, or implementing a new control scheme to match plant requirements, Toshiba provides comprehensive support from concept to execution.

TRAINING FOR THE LIFECYCLE OF YOUR BUSINESS

TOSHcare training services keep your team prepared to maintain and support Toshiba equipment. Our comprehensive programs cover key topics such as equipment fundamentals, maintenance procedures, and emergency repair practices. Training can also be tailored to your organization's specific needs, helping build confidence and consistency across your workforce, and it can be presented onsite if requested.



TOSHcare PROTECTION PLAN (TPP)

The TOSHcare Protection Plan offers extended support for out-of-warranty drives and components. The plan offers coverage for all drive components and power modules, excluding magnetic components such as transformers and reactors. The plan helps to protect you from unexpected repair costs due to covered defects by renewing coverage against defects in materials or workmanship. This added protection supports long-term reliability and helps you manage maintenance budgets more effectively.

ASSET MANAGEMENT

Toshiba's asset management services help you make informed decisions about your capital investment in Toshiba equipment.

Services include:

- Asset identification by serial number and location of equipment and spares
- Analysis of distribution of equipment to its associated spares and the criticality of location
- Recommendations for critical spare inventory
- Tracking of Toshiba service activities related to managed assets
- Analysis of trends contributing to unscheduled maintenance
- Preparation of preventive maintenance programs and schedules
- Periodic business reviews addressing Toshiba service activities, providing future recommendations, and identifying service-related trends that may not be easily identified at the branch, station, or location level

TECHNICAL SUPPORT

TOSHcare offers technical and application support for the repair, maintenance, and troubleshooting of Toshiba equipment during the standard warranty period. For emergency assistance outside of regular business hours, support is available by calling 1-800-231-1412.

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

FIELD SERVICE SUPPORT FOR TOSHIBA MOTORS, DRIVES & CONTROLS

- 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 TOSHIBA'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