

Frequently Asked Questions about TOSHcare® Programs

POWER MODULE RECONDITIONING PROGRAM

I have an unused and unpowered medium voltage power module originally purchased from Toshiba International Corporation that has been in my warehouse for over 7 years. Can I get the module tested and refreshed?

Yes, the TOSHcare Power Module Reconditioning program will allow equipment owners to test and refresh power modules. The program will restore a power module by replacing its fiber optic cables and boards with electrolytic capacitors. In addition, Toshiba International Corporation conducts tests on the power module to help ensure that it is operating properly. A Power Module Reconditioning Program also includes a one (1) year protection plan on all module components, which is similar to the factory warranty coverage offered on a new module. This protection plan can also be extended to two (2) years at an additional cost.

I have medium voltage adjustable speed drives (ASD) that I have purchased from Toshiba International Corporation that have been running for 10+ years, but I would like to renew the factory warranty on my power modules. Is this possible?

Yes, you can extend a factory warranty on power modules through the TOSHcare Power Module Reconditioning program. The program includes a one (1) year protection plan on all module components, which is similar to the factory warranty coverage offered on a new module. This protection plan can also be extended to two (2) years at an additional cost.

TOSHcare PROTECTION PLAN

I have a Toshiba International Corporation manufactured medium voltage adjustable speed drive (ASD) that was purchased in the secondary market and would like to purchase a factory warranty even though the original factory warranty has expired. Is this possible?

Toshiba International Corporation's TOSHcare Protection Plan is similar to that of Toshiba International Corporation's original factory warranty on such products, and can be purchased for equipment that have an expired warranty period. This protection plan also includes factory maintenance and can help provide you with peace of mind that your equipment has coverage for correction of applicable defects.

CUSTOM MODIFICATION (UPGRADES)

I have several medium voltage ASDs that were purchased from Toshiba International Corporation at my site(s), but some of them are T300MVi® models while others are T300MV2® models. I would like to be able to use one common set of spare parts for all them. Is this possible?

Toshiba International Corporation offers field upgrades of T300MVi ASDs to T300MV2 at a fraction of the cost of a new drive. The controls of an upgraded T300MVi ASD will have the same features of a T300MV2 which allows you to use a common set of spare parts for your ASDs. In addition, when you purchase T300MV2 spare parts, you may also qualify for a credit for unused T300MVi spare parts.

I have a G3+ ASD I purchased from Toshiba International Corporation that is running, but some of its components are obsolete. How can I replace those components without having to purchase a new drive?

You can purchase a field upgrade service that retrofits the G3+ into a HX7+ ASD. For your benefit, this service also includes testing of the existing G3+ ASD at normal operating load. A six (6) month protection plan for qualifying drives is also included.

I have an ASD purchased from Toshiba International Corporation that has been/was used in a synchronous transfer application. It has a PLC that might be obsolete. What is the best program for me?

ASDs used in a synchronous transfer application are typically modified from standard configurations. Our Custom Modification Program allows you to upgrade ASD PLCs as part of the program. Toshiba International Corporation engineers will analyze original project drawings together with the PLC program, and revise them as necessary to accommodate a new Toshiba PLC. Toshiba International Corporation's field service representatives will then upgrade the PLC in the field and test the ASD and motor to ensure proper operation.

PREVENTIVE MAINTENANCE CONTRACTS

The ASD that my company purchased from Toshiba International Corporation is running fine without needing any maintenance, but I know I should perform annual maintenance on the ASD. What can I do to get the best price today?

TOSHcare Preventive Maintenance contracts are available at a fixed cost for up to a three (3) year duration, which allows you to budget your maintenance costs and avoid price increases during that time. You also have the option of purchasing a TOSHcare Protection Plan, which offers preventive maintenance and coverage for correction of defects in materials and workmanship during the plan period. This is similar to the scope of coverage of an original factory warranty.

My ASD that was purchased from Toshiba International Corporation operates in a harsh environment. Can Toshiba International Corporation factory personnel maintain the ASD and offer recommendations for optimal operation?

Toshiba International Corporation offers basic and advanced level preventive maintenance services as part of its TOSHcare Preventive Maintenance Program. Both types of preventive maintenance services can help to optimize equipment operation based on specific site conditions. Examples of this include field installation of space heaters and additional monitoring of ambient conditions. As part of an advanced preventive maintenance contract, Toshiba International Corporation will also test ASD components, analyze the ASD's fault history, and make recommendations based on test results and Toshiba International Corporation's observations. A basic or advanced preventive maintenance service is automatically included with the purchase of a TOSHcare Protection Plan.