

Support Services

We're There When You Need Us

"Their service is excellent. They are extremely knowledgeable and professional. And that's not just my opinion, we were all impressed."

Jurgen Kapell
Project Engineer, Manufacturing and Development
Timken US Corp.

We are committed to our customers' success. Excellent after-sales support is an important part of that commitment. With the purchase of the TTS transfer system you get direct access to all the services you need to maximize your uptime and extend the lifetime of your transfer system.

Installation

We offer seamless integration with your equipment. Our systems use modular components for easy installation as well as fully developed electrical interlocks. We will install your TTS transfer to look, and work, like part of the press.

Training

Proper training can significantly improve your uptime. We provide thorough instruction by qualified personnel—either at our headquarters in Barrie, or on location at your facility. Both

"classroom" and "hands-on" training are provided. We'll make sure that you and your operators know how to use your transfer systems to maximize your production.



Telephone support

We're only a phone call away. During regular business hours you can reach our technical staff for full diagnostic support and any product assistance you require. With our integrated modem capability, we can remotely dial in for diagnostics or customer specific modifications.

Parts inventory

TTS Automation maintains a full parts inventory so that we can send parts out immediately when they are required. All user serviceable parts can be shipped immediately to your facility, even overnight if you need them fast.

Warranties

We offer a full 12-month support with our warranty as well as 100% coverage on all parts. If you require repairs during that period, we will complete them at your location. We stand behind our systems and remain committed to providing you with years of reliable operation.

Continued on reverse.

Support Services

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Once we needed an urgent update and they did it all over the Internet. When we came back in the morning, everything was done and the system was ready to go. I call that perfect service!"

Friedel Kueng
Manager, Stamping Dept. Grass America

Service contracts

We also offer various service contracts that ensure you can keep your parts moving.

Preventative Maintenance

Prolong the life of your transfer system with scheduled maintenance visits.

Extended Warranty

We offer extensions on standard 12-month warranties: available for purchase any time during your first year of ownership.

24/7 Phone support

Full after-hours pager based support is available so that help is there for every shift.



Bob Henderson is General Manager at TTSA

There When You Need Us

Strong support means you will always know what to do to keep your system up and running at peak efficiency. You may not need us often, but it's good to know that we'll be there when you do.