

# Enhancing Machine Life & Efficiency

We appreciate the investment that you have made in TIL Products. In order to further augment your satisfaction and ensure enhanced productivity, TIL offers its reliable customer support service, brought to you by our expert field service personnel who will exceed your expectations with their prompt response and quick problem resolution.



Our Maintenance Contract packages – aimed at ‘preventive’ and ‘predictive’ maintenance – are tailored to your needs, regardless of the machine, its age or application. Our customized Customer Support Agreements (CSA) not only prevent machine breakdowns but also increase machine efficiency in order to help you achieve the lowest cost per unit of production.

Based on running hours and usage pattern of your machine, several options are available for you to choose from.

## Annual Maintenance Contract

Our engineer conducts a personal inspection of the machine once a month or once in three months depending on your requirement.

### Scope of Work

- Visual inspection
- Operational inspection
- Checking of actuator speed
- Carrying out the scheduled maintenance if due
- Listing down the snags and faults if any
- Rectifying those which do not need parts
- Listing and forecasting parts which are needed

### Advantages

- Systematic machine evaluation and rectification
- Increased efficiency and minimal breakdowns
- Fixed service cost

## Full Maintenance Contract

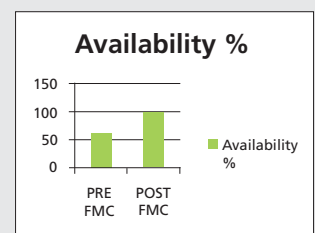
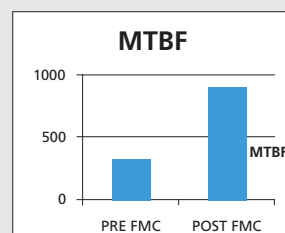
Our service engineers are posted on-site to monitor the machine continuously and ensure that maintenance and repairs happen as per schedule. Spare parts are also stocked on-site and used as required.

### Scope of Work

- Daily checks during cooling time and maintenance
- Monthly checks and rectification
- Planning and stocking parts as per hours of operation
- Submission of monthly availability report
- Round the clock response
- Predictive maintenance

### Advantages

- 24 Hours monitoring and restoration
- All parts are covered in this contract except tire and diesel
- Machine availability more than 98%
- MTBF increases more than twice
- Fixed parts and service cost



## Operation and Maintenance Contract

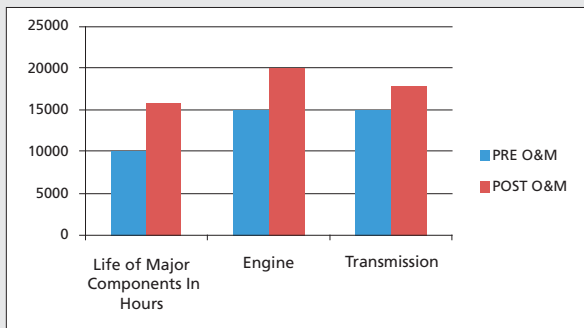
We operate and maintain the machine simultaneously ensuring 100% uptime and efficiency. Spare parts are also stocked on-site and utilised as required.

### Scope of Work

- Operating the machine as per shift
- Daily checks during cooling time and maintenance
- Monthly checks and rectification
- Planning and stocking parts as per hours of operation
- Submission of monthly availability report
- Round the clock response
- Predictive maintenance

### Advantages

- Safe and secure machine operation
- 24 hours monitoring and restoration
- All parts are covered in this contract except tire and diesel
- Machine availability more than 98%
- MTBF increases more than twice
- Fixed parts, service and operating cost



## How can you avail of our Maintenance Contracts?

Contact TIL with your requirement to understand the maintenance contract package that is most suitable for you. The Customer Support Agreements (CSA) offered by TIL are comprehensive in their scope. Notwithstanding, a special need may always arise, and TIL is prepared to address the same by designing a special agreement just for you.

**Sign up for a CSA. Enjoy lasting peace of mind.**

## TIL Limited

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**We also carry out other supporting activities for your benefit.**

### MACHINE REBUILD CONTRACT

- Major refurbishment centres at Kolkata & Sahibabad, Delhi
- Non-destructive test of major structural members
- Comprehensive technical assessment and repair by skilled factory-trained technicians
- Modern infrastructural facilities to ensure highest quality of repair
- Machine load test at par with original load chart capacities
- Guaranteed post repair life
- Substantial return on investment

### CUSTOMER ENGAGEMENT PROGRAM

- Held twice a year at our manufacturing unit at Kamarhaty
- Customer representatives are invited to this program to help us understand their requirement and also to apprise them of the standard maintenance practices

### CAPABILITY DEVELOPMENT PROGRAMS (CDP) & CUSTOMER TRAINING PROGRAM

- Organized throughout the year to take care of the training needs of TIL's service engineers, as well as, machine operators, technicians, electricians, etc. to empower them with higher levels of proficiency
- Customer Training Programs are categorized into
  - Operator Training for crane operators and service men to understand the function and operation of different controls and safe method of operating the cranes
  - Common Module Training for engineers and technicians to gain a good understanding of basic hydraulics, electricals, electronics and basic safety norms for mobile equipment
  - Service Training for engineers and technicians to further enhance the basic knowledge acquired in the Common Module Training. It also enables them to perform minor repairs & troubleshooting and carry out periodic maintenance of cranes and reach stackers

### USE OF GENUINE PARTS FOR BETTER MACHINE RELIABILITY

- Always use genuine parts for better performance and greater longevity of equipment