

Enhancing Machine Life & Efficiency

We appreciate the investment that you have made in TIL Products. 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 Service 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 Service 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

Why Buy Original TIL Parts?

- Genuine, precision-fit spare parts
- Comprehensive support in case of failure
- High quality parts ensure security
- Guaranteed performance give confidence
- Longevity and increased productivity
- Lower ownership costs



Full Service 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 can also be included in contract scope.

Scope of Work

- Daily checks during cooling time and maintenance
- Scheduled maintenances and breakdown maintenances
- Monthly checks and rectification
- Forecasting and planning parts as per hours of operation and machine condition
- Ensure optimum availability of parts
- 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
- Highest possible Machine availability Increase in MTBF
- Fixed parts and service cost

Operation and Maintenance Contract

We operate and maintain the machine simultaneously ensuring 100% uptime and efficiency.

Scope of Work

- Operating the machine as per shift
- Scheduled operator training programs
- Daily checks during cooling time and maintenance
- Monthly checks and rectification
- Forecasting and planning parts changes as per hours of operation and machine condition
- Submission of monthly availability report
- Round the clock response
- Predictive maintenance

Advantages

- Safe and secure machine operation
- 24 hours monitoring and restoration
- Enhance Machine availability
- Increase in MTBF
- Improvement in MTTR

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.

We also carry out other supporting activities for your benefit.

MACHINE REBUILD

- Non-destructive test of major structural members
- Repair level technical audit
- Advanced salvaging techniques following strict engineering specifications
- Reassembly as per new machine manufacturing process
- Defined quality assurance levels
- Testing following standard testing protocols of a new machine
- Modern infrastructural facilities to ensure highest quality of repair
- Warranty as good as a standard new machine
- Machine life extension with , performance as good as new machine
- Faster availability of a renewed machine rather than buying new one
- Substantial return on investment

CUSTOMER ENGAGEMENT PROGRAM

- 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. from customer end to empower them with higher levels of proficiency.
- Customer Training Programs are categorized into
 - Operator Training for crane operators and service crews to understand the function and operation of different controls and safe method of operating the machines
 - Common Module Training for engineers and technicians to gain a good understanding of basic hydraulics, electricals, electronics and basic safety norms for machines
 - 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

USE OF GENUINE PARTS FOR BETTER MACHINE RELIABILITY

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

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