

## What is Sumitomo ESC?

Whether you need repairs, parts, service packages or plant surveys, Sumitomo's **Engineering Service Centers** are your power transmission product support partners. Factory trained personnel at any of our ESC locations can help you maximize the service life of your gearbox.



- Maximize Production Uptime
- Increase Your ROI
- Avoid Catastrophic Failures
- Gain Peace of Mind

**24/7 Emergency Support** 1-800-983-1000  
**Technical Support** 1-800-275-3600  
[service@suminet.com](mailto:service@suminet.com)

**Sumitomo Drive Technologies**

## Dedicated Engineering Capabilities

Our experienced and dedicated engineering staff will help you maximize the longevity of your product. Whether you require an on-site service technician or support from one of our in-house engineering specialists, we are here to assist you with all of your technical needs.

Our versatile staff includes: Field Service Technicians, Field Service Engineers, ESC Inside Customer Care Group and Repair Specialists.

## Retrofitting

Upgrading your unit to a Sumitomo unit has never been easier! Many Sumitomo products are drop-ins. Request an analysis and we'll apply our 70+ years of power transmission industry experience to find the best Sumitomo product to replace your current gearbox. If your application requires special features, we offer many options, including special shafts and transition bases.

## Parts / Kits

Sumitomo genuine parts / kits are available for quick delivery from our ESC and Assembly Centers. Same day shipment applies for most product parts and kits.

Call us today to speak with one of our Service Parts Specialists about any of our parts / kits. Choose from our extensive inventory and the product will be shipped within hours. Rely on ESC's parts and service experience to work efficiently for you!

## Extended Warranties

Ask our representatives about extended warranties we offer in association with one of our various ESC packages.

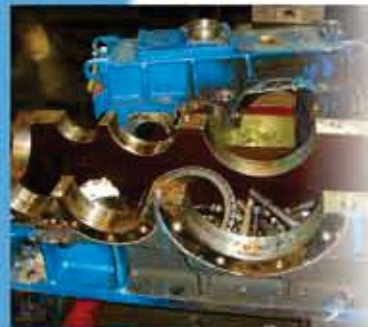
**Before**



**After**



**Before**



**After**



**Before**



**After**



## ESC Service Packages



### “Performance Package” at Start Up

- Maximizing the Longevity of Your Investment

- Recommended Storage Procedures
- On Site Visual Inspection
- Verify Mounting
- Verify Lubrication
- Mechanical Laser Alignment
- Oil Analysis
- Digital Photographic Records
- Product Training
- Installation and Maintenance Manual Training
- Temperature Readings
- Vibration Analysis
- Documentation of Tests/Readings/Analysis
- Warranty Registration



### “Vitality Package” for Preventive Maintenance

- Reduce Down Time and Prolong Gearbox Life

- On Site Visual Inspection
- Verify Mounting
- Verify Lubrication
- Oil Analysis
- Digital Photographic Records
- Product Training
- Installation and Maintenance Manual Training
- Temperature Readings
- Vibration Analysis
- Documentation of Tests/Readings/Analysis



### “Endurance Package” for Predictive Maintenance

- Determine Gearbox Life and Avoid Catastrophic Failure

- On Site Visual Inspection
- Verify Mounting
- Verify Lubrication
- Mechanical Laser Alignment
- Oil Analysis
- Digital Photographic Records
- Product Training
- Installation and Maintenance Manual Training
- Vibration Analysis
- Video Imaging
- Documentation of Tests/Readings/Analysis
- Thermal Imagery



### Quick Repairs

- Break down? Contact us to Schedule a Repair

- Cleaning / Disassembly
- New Parts / Reassembly
- No Load Run Test
- New Paint
- New Warranty for Complete Gearbox Repairs



### Additional Services

- Offering a Wide Range of Services to Fit all of Your Needs

- Thermal Imagery
- Non-Destructive Testing
- Hardness Testing
- Metallurgical Testing
- Strain Gauge Analysis
- Root Cause Failure Analysis
- Retrofitting



## Sumitomo Drive Technologies' Engineering Service Centers (ESC) are your premier diagnostic support partners.

Here at Sumitomo Drive Technologies we understand the demands placed on the modern industrial world. Let our ESC inside customer care and repair specialists review your application and offer the latest product solutions or a detailed repair remedy. Our ESC field technicians can also collect field measurements and readings that enable us to offer detailed interchange drawings designed for your application.

By consistently focusing on our customers' requirements, we improve equipment efficiency and significantly reduce maintenance costs. Backed by more than 70 years experience, you can depend on Sumitomo Drive Technologies' ESC for reliable service and the best solutions to your power transmission needs.

### Sumitomo Machinery Corporation of America

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