



ENSURE **RELIABILITY**
AND **PREDICTABILITY**





Improve Operational Reliability and Productivity with ProService[®]

Tsubaki's customer commitment goes beyond the quality of the product. To provide exceptional service and support, Tsubaki designated a team of field and technical experts to assist in optimizing your operations. Our Technical Solutions Team will work with you to build the ideal products for your project, optimize your requirements as they change, and proactively assist in its performance throughout the entire lifecycle. It's how we ensure that you get the maximum value out of your application.

When properly specified, installed, and maintained, a chain should never break but wear predictably, allowing for maximum productivity, ultimate reliability, and peace of mind.

The Tsubaki Difference

ProService is a unique portfolio of product lifecycle consultative services performed by our Technical Solutions Team, who are ready to invest in a proactive approach to enhancing your operations across the country. Tsubaki's Technical Solutions Team is your partner in providing solutions to the most daunting challenges your industry faces. Discover our service packages and witness the Tsubaki difference!



BENEFITS OF PROSERVICE[®] PACKAGES

- Improved operational reliability
- Lower cost of ownership
- Reliable and predictable performance
- Employee development and training
- Proactive partnership with the world's premier chain and sprocket manufacturer

Our Industry Leading Product Lifecycle & Field Services Packages

Performance Tracking

AUDIT SURVEY

- Wear analysis
- Product lifecycle estimation
- Cost savings analysis
- Automatic inspection and service notification
- Tsubaki Advantage* entry and ProAcTrack**

Application Optimization

SYSTEM ANALYSIS

- Analyze system throughput requirements
- Load and cycle calculations
- Optimization recommendations
- Product proposal
- Tsubaki Advantage* entry and ProAcTrack**

Installation Support

IN-FIELD CONSULTATION

- On-site Tsubaki Technical Solutions Team representative
- Scope meeting and documentation review of sign-off requirement
- Application review
- Installation and maintenance advisement
- Observation report
- Tsubaki Advantage* entry and ProAcTrack**
- Closing meeting

Maintenance Training

INSTALLATION & MAINTENANCE SEMINAR

- Tsubaki Technical Solutions Team representative-led training
- Seminar training tailored to suit your specific maintenance needs
- Application considerations
- Course material package
- Certificate of attendance

TSUBAKI LEARNING CENTER

Two-day, instructor-lead seminar:

- Chain basics
- Drive and conveyor chains
- Engineered class chains
- Sprockets and bushings
- Common chain challenges and solutions
- Power transmission units
- Conveyor-build practical exercise

Field Inspections

INITIAL SURVEY

- On-site Tsubaki Technical Solutions Team representative
- Application log
- Technical report
- Tsubaki Advantage* entry and ProAcTrack**

IDENTIFICATION

- Product identification
- Optimization recommendations
- Product proposal

ADVANCED SELECTION

- Consultation with Tsubaki Technical Solutions Team representative
- Lifecycle estimate
- Drawing and sign-off process at order
- Application review
- Optimization report

Wear Analysis

TESTING & ANALYSIS

- Non-destructive testing
- Failure analysis
- Technical report, including component-level observations
- Third-party analysis (if required):
 - Destructive testing
 - Material composition analysis
 - Heat treatment analysis

*Tsubaki Advantage is an Application Logging, Performance Tracking, and Cost Savings system
** ProAcTrack is the automated proactive tracking of an application's lifecycle



Tsubaki Advantage

The ProService package includes Tsubaki Advantage, which logs application information, tracks the product lifecycle, and triggers inspection and service notifications via ProAcTrack. The program calculates millions of dollars in cost savings by monitoring savings associated with product replacement, decreased maintenance, and increased uptime and productivity.

Discover the Tsubaki difference.



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