

The background features a vertical strip on the left side with a colorful, abstract, and somewhat blurry image. The rest of the page is white, decorated with several stylized gear shapes in green and blue. A central green rectangular box contains the title text.

TMT Service Guidelines for Injection Molding Machine

Toshiba Machine (Thailand) Co., Ltd.

射出成形機サービス体制について

貴社益々ご清栄の事とお喜び申し上げます。
ここに(TMT)のサービス体制についてご紹介致したいと思います。

①サービス員構成

・日本人(1名)、タイ人(16名)・・・計17名

②勤務時間

- ・基本的には8:30~17:30(12:00~13:00昼休み)です。
- ・基本的に土・日・祭日は休日となっております。(毎月第4土曜日は通常上勤務ですが、他の土曜日に関しては事務所にスタッフを1名待機させてあります。)
- (*1)お客様のご都合、業務進行状態によっては土・日曜日問わず業務致します。
- (*2)日本人スタッフ(1名)、タイ人スタッフ(2名)は24時間携帯電話にて業務を受け付けております。

Matsuzaki (*2)	089-201 3159	Vittaya (*2)	081-171 7538	Saravut (*2)	081-171 7548
Sittidej (*2)	081-928 9561	Chanyuth (*2)	081-936 3070	Attachai (*2)	086-930 2357
Rattapat (*2)	081-920 2598	Kanakorn	086-376 4050	Nathorn	081-874 2158
Prasit	086-666 1559	Komkrit	089-788 5131	Niyom	086-561 6085
Surachet	086-555 8746	Kidsada	089- 431 1501	Kreingkrai	086-646 7033
Raewat	089-920 2481	Ekapob	089-199 8377		

③サービス業務費用

- ・電話によるご相談、お問合せについては無料です。
- ・通常業務はお客様工場到着1時間まではサービス員1人に付き1,000バーツ。

例、サービス員2名にて3時間業務

$$(Bht1,000+1,000+1,000) \times 2(\text{名}) = Bht6,000$$

- ・時間外業務(②項(*1))については通常業務時費用の2倍頂いております。
- ・時間外業務(②項(*2))についてはお客様工場まで出向かいた場合のみ通常業務時費用の2倍頂いております。

④新機・中古機立上げ

- ・電話によるご相談、お問合せについては無料です。
- ・中古機の場合、調査の上、登録費などを請求させていただきます。

登録費: Machine	25 ~ 250ton	→ 20,000 Bht
Machine	280 ~ 550ton	→ 30,000 Bht
Machine	630 ~ 1,300ton	→ 40,000 Bht

射出成形機サービス体制について

立上げ費:	Machine 25 ~ 250ton	→	15,000 Bht
	Machine 280 ~ 550ton	→	30,000 Bht
	Machine 630 ~ 1,300ton	→	50,000 Bht

(*1) 上記の費用は通常勤務時間に基づく。

(*2) お客様のご希望に添う様時間外業務も可能であり、立上げ費は上記の費用を50%加算させていただきます。

⑤ 移設業務(有償扱い)

- ・成形機の登録客同士の地域内移設の場合、業務の上移設費のみを請求させていただきます。
 - ・成形機の未登録客の地域内移設の場合、業務の、移設費と登録費などを請求させていただきます。
- (*1) 移設費の請求は項③サービス業務費用に基づく。

⑥ 改造(有償扱い)

- ・お客様とご相談の上、可能な限りご希望に添う様改造いたします。

⑦ 成形機点検(有償扱い)

- ・運転停止しないで行う点検(外観、異音、油漏れチェックのみ)。
- ・運転停止し点検(外観、異音、油漏れチェック、各圧力、速度の調査、調整)
- ・定期点検(お客様とご相談の上、契約し実施しております)。
- ・バルブ、スクリー、リングの内外径調査。

⑧ 成形不具合に対してのご相談、成形検討など...

- ・日本人スタッフが出来る限りご相談にお答え致します。

⑨ 技術訓練及び教育

- ・訓練・教育開始コース;基礎、点検及び成形
 - ・教育はISスクールで実施されますが、お客様のご希望に合わせて、お客様の工場に於いて行います。
- (*1) コース案内は別途に行います。

⑩ 部品サービス

- ・見積もりの問合せ
- ・各部品購入・販売及び全国配達

上記体制にて日々業務致しておりますが、何か質問等ございましたら、ご一報下さいます様お願い致します。

TMT Service Introduction for Injection Molding Machine

We would like to introduce our TMT Service System for injection molding machine by the followings :-

① Composition of engineering service staff

- Japanese 1 person, Thai 16 persons → Total 17 persons

② Regular Working time

- Regular working time is 8:30 a.m.~17:30 p.m. on Monday to Friday and 4th Saturday. (12:00~13:00 is lunch time)

- Saturday, Sunday and National holiday are our holidays. (On Saturday and National holiday 1 engineer usually standby for providing our service)

(*1) Service on holidays is available upon customer's request.

(*2) In case of emergency case, your directly contact our engineers listed below is available 24 hrs. at their mobile phone.

● Matsuzaki (*2)	089-201 3159	Vittaya (*2)	081-171 7538	Saravut (*2)	081-171 7548
● Sittidej (*2)	081-9289561	Chanyuth (*2)	081-936 3070	Attachai (*2)	086-930 2357
● Rattapat (*2)	081-920 2598	Kanakorn	086-376 4050	Nathorn	081-874 2158
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③ Engineering service charge

- - Free of charge on call for any inquiries or consulting.
- - The regular service will be charged by the time of arrival at your factory up to time of complete our service.

Service charge for = 1,000 Baht / person / hour

(Example) If it spends 3 hours for service at your factory by 2 engineers, we will charge you with the amount of 6,000. Baht.

[(Baht 1,000+1,000+1,000) x 2 engineers =6,000. Baht]

- - The service non regular working time (for holiday or request service after 17:30 PM) as mention in item (Overtime working) will be charged double in regular service charge when providing service at your factory. : Service charge for = 2,000 Baht / person / hour
- - Transportation fee will be charge for 1,000 baht , when providing service at your factory but can't work (without canceled by call)

④ Start up service for new machine and secondhand machine

- - The start up service for new machine which purchased from TMT is free of charge.
- - The start up service for secondhand machine, the registration is required to provide the start up service after investigating of machine condition. The registration fee and service charge will be calculated according to machine size.

Registration fee :

Machine 25 ~ 250 Ton	= 20,000 Baht
Machine 280 ~ 550 Ton	= 30,000 Baht
Machine 630 ~1300 Ton	= 40,000 Baht

TMT Service Introduction for Injection Molding Machine

Start up service charges : Machine 25 ~ 250 Ton → 15,000 Bht
Machine 280 ~ 550 Ton → 30,000 Bht
Machine 630 ~ 1300 Ton → 50,000 Bht

(for machine 1600 ton and over , will be charge by special case)

(*1) The above charges are based on regular working time.

(*2) Service on holidays is also available upon customer's request with 50% up of the above charge.

⑤ Relocation service (Handling with charge)

- The relocation service shall be requested by our registered customers at their area or between other registered customer's area, only relocation service is subject to be charged.
- For non registered customer's request, the relocation service is subject to be charged with registration fee.

(*1) Refer to item ③ for the charges.

⑥ Modification service (Handling with charge)

- The modification service upon customer's request shall be provided with consulting as possible as we can support.

⑦ Machine Inspection service (Handling with charge)

- Inspection while machine operating (only appearance, noise, oil leakage)
- Inspection while machine non-operating (appearance, noise, oil leakage, investigating and adjusting of all pressure and speed.)
- TPM maintenance (Contract on customer's agreement is available)
- Investigating and measuring of barrel , screw, ring

⑧ Consulting service and case studying service for molding

- Our Japanese staff (expert) will find the answers against your questions with consulting provided as much as we can.

⑨ Technical training service

- Training course provided : Basic, Maintenance and Injection.
 - Service provides at our IS School and your factory is also available upon request.
- (*1) The details of each course to be informed time by time.

⑩ Parts service

- Quotation inquiry.
- Purchase order and delivery everywhere all over the country.

TMT currently continues improving our engineering service to meet your requirements and fulfill your satisfaction. For further information, please feel free to contact us at any time.

127/28 Panjathanee Tower 23rd Fl., Nonthree Rd., Khwaeng Chong Nonthree,
Yannawa, Bangkok 10120 Tel. 0-2681-0158 (Auto 4 lines), Fax. 0-2681-0162

Technical Center – IS School



Office / Technical Center



Text Book

Training Materials



127/28 Panjathanee Tower 23rd Fl., Nonthree Rd., Khwaeng Chong Nonthree, Yannawa, Bangkok 10120 Tel. 0-2681-0158 (Auto 4 lines), Fax. 0-2681-0162

Technical Center – IS School



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