

End-User Technical Support

At NTN, the service does not stop after the sale. To ensure our customers get the maximum service life out of their bearings, NTN provides after sales services and engineering support. NTN can increase your uptime through troubleshooting, failure analysis, installation supervision and training seminars.

On-Site Troubleshooting

Regardless of industry, one reality is that demands on rotating equipment result in demands directly on the bearings. It's never a good day when equipment breaks down. In times of trouble, let one of NTN's experienced technical representatives work with you to help diagnose the problem. NTN will troubleshoot the situation and provide on-site failure analysis to determine the next steps that need to be taken to resolve the problem and get things moving again.



Failure Analysis and Application Review

A major component of any effective preventative maintenance program is understanding what went wrong...and then correcting the problem. Bearing failure analysis is a pro-active, front line job that has proven to increase equipment up-time. When a bearing failure occurs, NTN's engineering team will not only help with machine troubleshooting, but perform an in depth failure analysis at one of our inspection centers to determine the root cause of failure. Bearing selection, equipment design, and maintenance schedules are some of the areas that NTN can evaluate to help maximize your bearing performance.



On-Site Installations

To get the most out of your bearing, correct installation and dismantling procedures are critical. That's not always easy, especially if it is a new product you're not familiar with or just a challenging installation. NTN will supervise and help guide you through the installation process to ensure best practices are followed at all times. With NTN's on-site assistance, your team will have an increased knowledge on the proper installation method and how to improve your equipment performance.



Training Programs



e-Knowledge

- Industry leading, web based training program
- Six training modules covering various NTN products
- Allow users to complete modules at their own pace
- Modules are available on the NTN website any time of day
- Participants will receive an NTN e-Knowledge certification diploma and a small gift upon completion of the program



NTN Product Training School

- Three-day course that gives a deeper understanding of products for NTN distributor partners
- Classroom lectures cover generic topics (lubrication, clearance, handling and storage, etc.)
- Breakout sessions give participants hands-on training
- Tour of NTN manufacturing facility



Technical Training Unit (TTU)

- Fully equipped TTU to perform on-site training
- Training performed by NTN Engineering and/or Technical Service Specialist
- Specific agenda designed for your operation
- Modules reinforced by hands-on demonstrations
- Maintenance training manuals for each attendee



Bearing Application & Maintenance Seminars

- One to three-day course on the design, application and maintenance of anti-friction bearings
- Participants will learn hands-on how to correctly mount specific types of bearings
- The fundamentals of current bearing technology will be taught through classroom lectures
- Structured so that it is not specific to any one industry

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