



TECHNICAL SUPPORT

Whatever your technical question, we have the tools and teams to support you. Access professionally qualified engineers with many years of product knowledge and field experience.

Support Suite is our online tool with masses of technical information that you can access whenever you need to. You can submit enquires to the Control Techniques technical support network and share enquires within your own organisation. These can be prioritised for a fast response.

It also gives you access to a vast amount of technical information and the Knowledge base Library, including product documentation, application notes, approvals and certifications, PC tools and web based diagnostics. You can receive automated e-mail updates relating to products and documentation, and Support Suite can also be configured in your local language.

Or speak to a drive obsessive. If you can't find the information online, your local Drive Centre or the Global Technical Support team are on hand to help.

We can guarantee a fast, accurate response to your enquiry in your local language and time zone.



[controltechniques.com/academy](https://www.controltechniques.com/academy)



DRIVE SET-UP

Our drive set-up is complete with resources to assist you with rapid installation and commissioning, fast diagnostics and easy option module selection.

How it works:

- 1 Select your Language**
Choose from English (Global), English (USA), Deutsch, Espanol and Italiano.
- 2 Select your Product**
Choose from Commander C200 & C300, Unidrive M and Digitax HD
- 3 Step by Step**
Get access to videos, user guides, software downloads and applications.





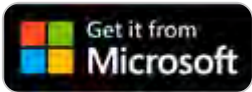
DIAGNOSTIC TOOL

Diagnostic Tool is a fast and simple tool, which allows users of Control Techniques' drives to quickly solve any error codes that the drive may show.

Built within the app are easy to locate wiring diagrams for first time setup and fault finding with links to the relevant comprehensive manuals. The app also has full contact details of the technical support teams around the world to aid you with technical assistance.

Download from the below app stores for free.

Microsoft:



Apple:



Google:



***For Microsoft users, please note that this mobile app operates with Windows 10 only.**



5 YEAR WARRANTY

Control Techniques' free 5 year warranty is another testament of our exceptional track record for reliability and durability.

With 5 years guarantee, rest assured your application will continue to run uninterrupted, giving an unbeatable total cost of ownership.

Commander C

Our Commander C series is built to cope with harsh environments. In fact, it is so reliable we are confident enough to supply it with a free five-year warranty.

Now you can buy with the same confidence.

Pump Drive F600

All F600s up to 55kW can register to extend the warranty from the standard two years to five at no extra cost.

For the past 45 years we have brought new technology and innovations to the world of automation. You can buy a F600 with confidence, safe in the knowledge that your purchase comes with the security a 5 year warranty offers.



Warranty terms and conditions apply.



DOCUMENTATION

You may want support throughout a project, or enjoy the peace of mind knowing someone is here to help if you need it.

Our goal is to make it easy for you tap into specialist knowledge, helping to take some of the pressure off your design team.

Learn how Control Techniques drives and motors can help your business achieve energy savings and improve operating efficiency.

Brochures:

- Product Portfolio
- High Performance Drives
- General Purpose Drives
- Specialist Drives
- DC Drives
- Servo Drives and Motors
- Integration Products

User Guides and Software:

- Manuals
- Software
- Firmware
- Installation Guides
- 2D Drawings
- 3D Drawings
- Technical Data

**CONTROL
TECHNIQUES**



COMMANDER
GENERAL PURPOSE, LOW VOLTAGE AC DRIVES
DRIVE OBSESSED

**CONTROL
TECHNIQUES**



PUMP DRIVE F600
SIMPLE, RELIABLE FLOW CONTROL SPECIALIST DRIVE
DRIVE OBSESSED

**CONTROL
TECHNIQUES**

**PRODUCT
PORTFOLIO**



DRIVE OBSESSED

**CONTROL
TECHNIQUES**



DIGITAX HD
MINIMUM SIZE, MAXIMUM PERFORMANCE
DRIVE OBSESSED

**CONTROL
TECHNIQUES**



MENTOR MP
HIGH PERFORMANCE DC DRIVE
DRIVE OBSESSED

**CONTROL
TECHNIQUES**



DFS S
READY TO
High p

000 ELEVATOR
DRIVES FOR CLASS-LEADING RIDE COMFORT
DRIVE OBSESSED



SERVICES & REPAIRS

Should you ever experience a Control Techniques drive failure, minimizing the impact on your plant is our main concern. High levels of performance and reliability are a feature of our product range but, occasionally, failures do occur. When this happens, help is at hand from our certified Service and Repair Centers.

These centers have extensive product knowledge and provide a prompt, professional, guaranteed repair service. Contact our Service and Repair Centers for any Control Techniques products, including Unidrive M, Commander, Digitax, Affinity and Mentor.

Exceptional service

- All drive repairs carry a new 1-year parts and labor warranty on the work done.
- Fast turnaround is standard and even faster turnaround is available at a reasonable extra charge. In addition, our Service Centers carry stock for our major product lines of refurbished drives. These are usually available for immediate shipping and are exchanged for your failed product.
- The drives are returned in a clean state with any damaged components replaced, including plastics and metalwork.
- Each product has a fixed repair cost regardless of the fault. This allows us to tell you immediately what our service will cost & reduces the time processing your order.
- On request, and where possible, the repaired drive is returned with the same parameter configuration as the failed unit to allow you to get the machine operational as quickly as possible.

Future reliability

- All useful specification upgrades are made to repaired drives enhancing performance and installed life time operation.
- Reliability is maintained with every aspect of the drives operation being checked.
- Only Control Techniques Engineering and Development certified components are used for repairs.
- Failure data feedback to Engineering and Development enhances future reliability.

The environment

- Waste materials are recycled to reduce any harmful impact on the environment.

Safety

- High voltage insulation testing ensures the continuing safe operation of the drive (2kV for a 400V product).
- High current earth bond test completed on every unit.





DRIVE SYSTEMS

Custom design, build and commissioning.

Through our worldwide Automation Centers we have over 30 years' experience in providing complete solutions for thousands of applications from a control system for an automatic welder through to the complete line control in a paper, timber or steel mill.

Range of services:

- Industry leading applications engineering experience
 - In-house project design and management
 - Comprehensive software development and engineering support
 - Panel-building, installation and project commissioning
 - First class service and support
 - Worldwide network of Automation Centers for ongoing support of overseas contracts
- **Consultation and site meeting**
 - **From Concept to ePlan**
 - **Design**
 - **Software services**
 - **Communications**
 - **Trouble-free operation with other manufacturers' equipment**
 - **High-speed deterministic control**
 - **Manufacturing**
 - **Installation, commissioning & after sales support**



TRAINING

Control Techniques Global Training Centers offer a unique program of drive, servo and software training solutions.

Train in a safe and dedicated environment with highly qualified and experienced trainers for a great mix of classroom and practical 'hands-on' learning experience. Most Automation Centers offer both standard and bespoke courses. To find out about training courses near you, locate your nearest Automation Center or Reseller.

UK and Worldwide Training

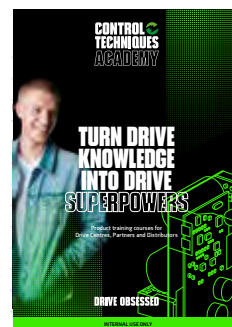
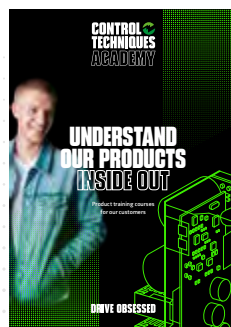
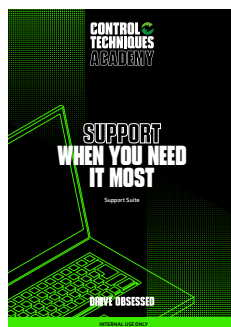
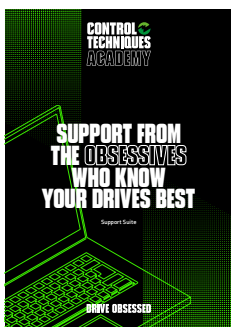
For UK training enquiries please contact the Control Techniques Academy:

Tel: 01686 612900

Fax: 01686 612999

Email: controltechniques.academy@mail.nidec.com

Training Flyers:





VIRTUAL DEMO

The **Commander C Virtual Demo Tool** provides a safe and accessible first experience with Commander C variable speed drives and allows you to get familiar with the Commander C keypad and menu structure.

This digital replica of a Commander C drive, motor and control allows you to use the virtual keypad to set-up the drive parameters for commissioning just like in a real situation. Once the key parameters have been set, the drive can be enabled and the motor shaft will spin.

To see just how easy it is to set-up the drive, visit: virtualdemo.controltechniques.com



Scan here to see how the drive is set up





DRIVE CENTRES



Australia

Nidec Industrial Automation Australia Pty Ltd
ABN 12 003 815 281, 16 - 18 Tucks Road, Seven Hills NSW 2147



Belgium

Nidec Industrial Automation Belgium NV
Blarenberglaan A23/bus 1, Industriepark Noord, Mechelen 2800



China

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Korea

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Malaysia

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Nidec Industrial Automation Poland

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Nidec Taiwan Corporation

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Nidec (Thailand) Co Ltd

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USA

Nidec Industrial Automation USA, LLC

Minneapolis Sales Office, 7078 Shady Oak Road, Eden Prairie, MN 55344

FAQS



GENERAL

Question	Answer
What are Electric Drives?	<p>"In the Industrial and Commercial sectors, electric drives are devices that are connected to fixed electrical supply systems and provide variable electric power supplies for electric motor control.</p> <p>Different electric drives are available to control different electric motor types such as DC motors, AC induction motors and AC permanent motors. Some electric drives can be applied to more than one type of motor."</p>
What are VFD Packaged Solutions?	<p>"Packaged drive solutions are electric drives mounted in industrial enclosures and are typically high power and available with a range of power and control accessories including HMIs, line reactors, fuse protection and cooling systems.</p> <p>These large packaged AC drives are typically pre-engineered and configurable and provide robust and reliable solutions for motor control applications."</p>
What is a VFD?	<p>"A variable frequency drive or VFD is an electronic controller used to vary the frequency applied to an AC motor in order to control the motor speed. Other names for such devices include variable speed drive or VSD, adjustable speed drive or ASD and inverter.</p> <p>VFDs are commonly used in automation systems and for machine control and productivity and in building automation systems for energy savings."</p>
What is an AC Drive?	<p>"An AC Drive is a device that is used to control the speed of an AC motor. AC drives range from variable frequency drives for basic speed control to closed loop vector drives for precision speed and torque control.</p> <p>AC drives are available with a wide range of control, feedback and networking options. Working with a trusted drive specialist is the best way to select the optimum drive for your application."</p>
What is Motor Control?	<p>"Motor control refers to devices that are used to control the torque, speed or position of an electric motor. Examples of electronic motor controls are soft starters that limit the electrical and mechanical shock applied to a system when an AC motor is started and VFDs and servo drives that control motor speed and position across the working design range of the motor.</p> <p>It is important that the motor and motor controls are matched for long term reliable operation."</p>
What is a DC Drive?	<p>"A DC drive is an electronic controller used to vary the voltage and current applied to a DC motor in order to control the motor speed and torque. Other names for such devices include variable speed drive or VSD, adjustable speed drive or ASD.</p> <p>DC Drives are not commonly used in modern automation systems today but can be found in older machines."</p>
What is a motion controller?	<p>"The term motion control is commonly used to describe machinery where the position of the machine parts are controlled. Motion controllers can be in the form of standalone electronic hardware devices or embedded in PLCs (Programmable Logic Controllers), PCs or drives.</p> <p>Servo drives and motors are most commonly used in these applications but AC drives and motors can also be used depending on the machine type."</p>
What is a servo drive?	<p>A servo drive is an electronic controller used to precisely control the torque, speed and position of a servo motor or actuator in motion control applications. The term servo amplifiers is also used. Most servo drive systems include motor feedback devices that the servo drive uses to continuously vary its output to meet the machine demands.</p>
What is a servo motor?	<p>A servo motor is a type of permanent magnet motor used most commonly in motion control positioning applications. Compared to standard AC induction motors servo motors are typically smaller and lighter and can be controlled for highly dynamic and high precision applications. Most servo motors are supplied with a feedback device for closed loop speed and position control systems.</p>