

COMPANY PROFILE 2026.5

Lifecycle Engineering for Audio & Precision Equipment

TEAC CUSTOMER SOLUTIONS CORP.

Keeping mission-critical systems running
— From professional audio to industrial measurement.



EXECUTIVE SUMMARY

- TEAC Customer Solutions Corporation (TCS), the exclusive [after-sales service provider](#) for the TEAC Group in Japan, delivers end-to-end lifecycle support for professional audio, industrial measurement, and data acquisition systems. We help customers minimize downtime, extend product longevity, and ensure operational continuity.
- Backed by [over 35 years](#) of technical expertise and a nationwide service network, TCS delivers reliable, long-term support for mission-critical systems across the professional, industrial, and consumer sectors.
- Our comprehensive services encompass maintenance and repair, calibration, data acquisition support, and the digital archiving of [legacy assets](#).



OVERVIEW

Company Overview

- **Company Name:** TEAC Customer Solutions Corporation (TCS)
- **President:** Hiroaki Maruta
- **Parent Company:** TEAC Corporation (100% ownership)
- **Capital:** JPY 10 million
- **Workforce:** 27 specialized engineers and technical professionals
- **Certification:** ISO 27001-certified Information Security Management System (ISMS)

Why TCS

TCS is a trusted and **highly specialized service partner** with extensive technical expertise and proven operational reliability.

- Sole provider of after-sales services for the TEAC Group in Japan
- More than 35 years of engineering and service experience
- Nationwide service network with fast response and turnaround capabilities
- Expertise in maintaining and repairing legacy systems that are difficult to support elsewhere
- Proven track record in mission-critical environments, including medical and aerospace industries

An ideal partner for international companies seeking reliable after-sales service and technical support operations in Japan.

Core Services

- **Maintenance** and **repair services** for audio equipment
- Technical support for industrial measurement and communication systems
- Outsourced after-sales service operations
- Digital conversion and archiving of analog media

STRATEGIC PRESENCE

REPAIR CENTER

- Our central repair facility is located in Iruma, Saitama, near the Ken-O Expressway, enabling efficient nationwide logistics and fast turnaround times.
- TCS manages **all domestic** after-sales service operations for the TEAC Group through a nationwide network of service partners and technical specialists across Japan.
- We provide a reliable service platform in Japan for global companies requiring local **technical support and after-sales service capabilities**.



CORPORATE EVOLUTION



ACOUSTIC SERVICE OPERATIONS

We **minimize** downtime and **extend** the lifecycle of mission-critical systems, ensuring operational continuity for our customers.

Consumer Audio Devices

TEAC

- Turntables
- Network audio players
- High-end audio systems



Professional Audio Systems

TASCAM®

- Recording and broadcasting equipment
- Touring and live sound systems
- Mission-critical mixing consoles

Grandioso N1T



Premium Audio

ESOTERIC

- Super Audio CD players
- Master clock generators
- Precision tuning and restoration

TEAC

Reel-to-Reel

We continue to support discontinued and legacy products, including [reel-to-reel](#) systems, where parts are available.

Third-Party Equipment

We provide contract-based repair services for external manufacturers, offering a [reliable service infrastructure](#) in Japan. including:

- Audio interfaces
- Powered speakers
- Mixers and related systems



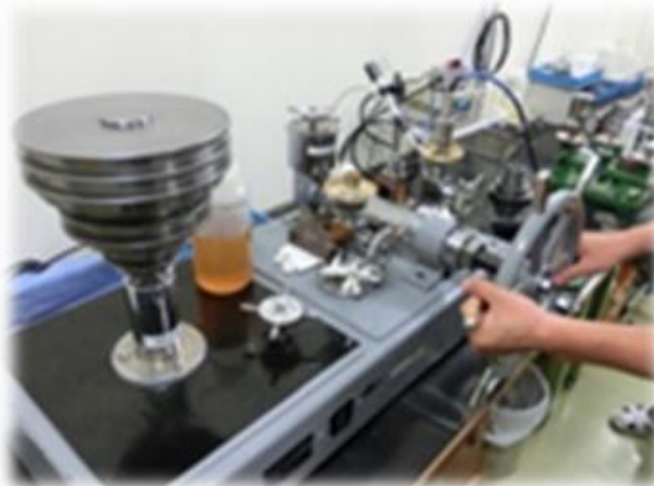
INFORMATION & DATA SOLUTIONS

We support mission-critical industrial applications requiring high-precision **data acquisition and calibration**.



Calibration & Measurement

- Load cell calibration up to 500 kN
- Production equipment calibration
- Quality assurance and inspection systems



LOAD CELL



TD-9000T



Key Applications

- Shinkansen high-speed testing
- Automotive NVH (Noise, Vibration, Harshness)
- Power plant measurement and diagnostics
- Abnormal vibration detection

SPECIALIZED FIELDS

We provide **high-reliability maintenance** for systems where failure is not an option.

Medical Systems

- Support for medical image recording devices(UR-NEXT4K)
- Maintenance of endoscopy and imaging systems
- Life-critical reliability assurance



Aerospace (In-flight Entertainment)

- Maintenance of in-flight entertainment systems (PS-V50)
- High-reliability content distribution



LEGACY ARCHIVING SERVICES

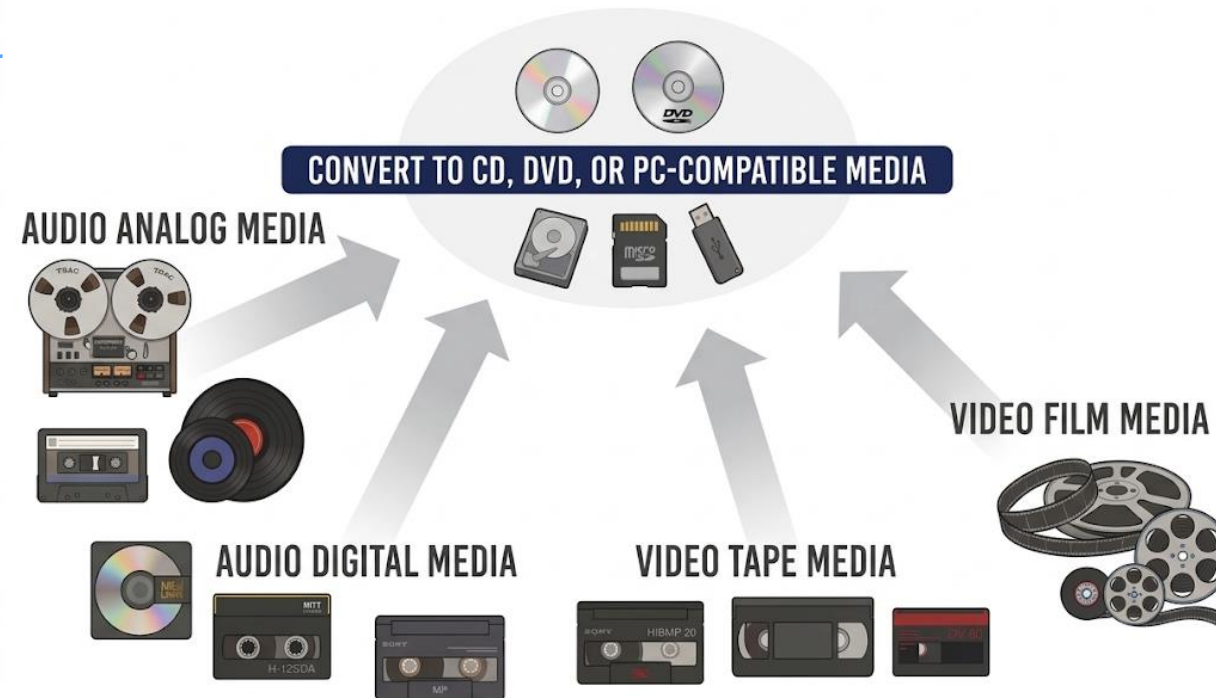
Preserving Analog Assets

We convert historical audio and video assets into secure modern digital formats. High-capacity processing with proven experience in **large-scale** archival projects.

- AUDIO MEDIA Casette / Open Reel / DAT / DTRS / MD
- VIDEO MEDIA Film / VHS / Hi8 / BetaCam / DV

Processing Capabilities:

- Processing capacity: approx. **8,500 DAT tapes per year**
- High-resolution digitization (DAT / reel-to-reel)
- Color correction for film media





Your trusted service partner in Japan.
Contact us to explore partnership opportunities in Japan discuss your service requirements.

TEAC CUSTOMER SOLUTIONS CORPORATION
<https://tcs.teac.co.jp/>