

FANUC
ROBOTICS



**360° OF
AFTER SALES SUPPORT**

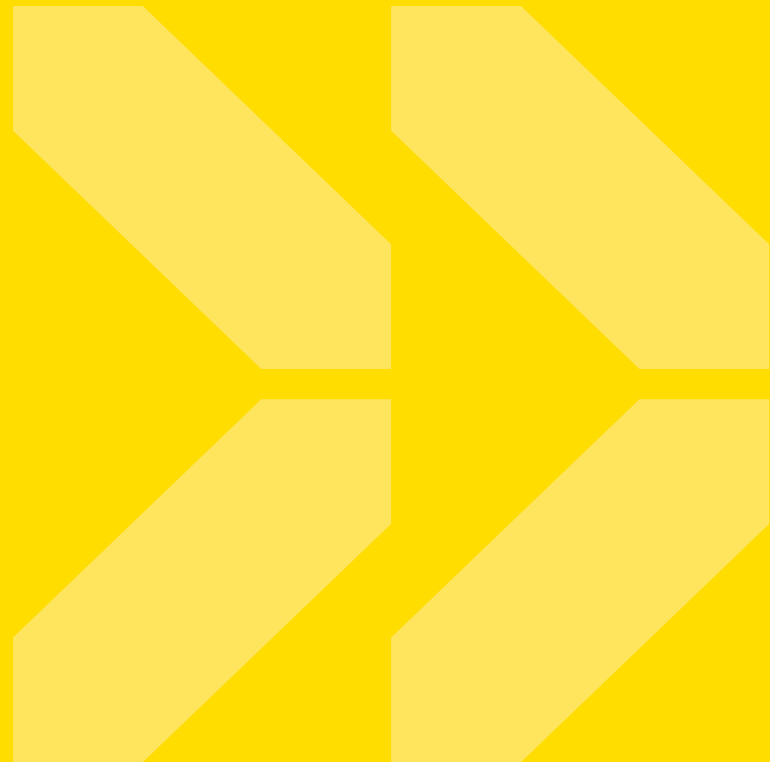


WELCOME TO THE YELLOW WORLD!

AFTER THE SALE, SUPPORT BEGINS

If you choose the best robots in the world, you deserve the best service, too. We offer a wide range of After Sales modules. The extremely high reliability of our robots is legendary – to keep them running as long and as unproblematic as possible is our job.

Trust the world leader. Trust us.



FANUC
ROBOTICS

CUSTOMER CARD



» Welcome to the
yellow world!

**YOUR ENTRANCE
TO THE YELLOW WORLD:**

As a client of FANUC Robotics
your **customer card** provides
you with our contact details.





FANUC ROBOTICS PREVENTIVE MAINTENANCE - EXTEND THE LIFETIME OF YOUR FANUC ROBOTS!

BY CARRYING OUT REGULAR PREVENTIVE MAINTENANCE, YOUR EQUIPMENT WILL LAST LONGER, REDUCING COSTLY BREAKDOWNS. THEREFORE FANUC ROBOTICS OFFERS A WIDE RANGE OF STANDARD AND CUSTOMISED PREVENTIVE MAINTENANCE CONTRACTS. THESE CONTRACTS GENERALLY EXTEND BETWEEN 1 AND 5 YEARS WITH MAINTENANCE BEING PERFORMED AT LEAST ONCE PER YEAR DEPENDING UPON YOUR APPLICATION AND WORK ENVIRONMENT.

FANUC Robotics even takes your used grease and disposes of it according to European environmentally friendly rules and regulations.





» JUST SOME ITEMS INCLUDED IN EVERY PREVENTIVE MAINTENANCE VISIT ARE:



Robot manipulator:

- Backlash and repeatability
- Visual inspection of cables and connectors
- Safety brake test
- Bearing and reducers lubrication service
- External cleaning of the robot



Robot controller:

- Programme back-up and storage on our secure After Sales Module (ASM)
- Primary and auxiliary control
- Emergency stop test
- Visual inspection of cables and connectors
- Internal vacuum cleaning
- Inspection of teach pendant functionality and overall inspection and cleaning

To guarantee the best quality, we only use genuine FANUC Robotics parts and recommended lubricants.

» THE FANUC ROBOTICS AFTER SALES MODULE (ASM) - YOUR CAREFREE-PACKAGE



Picture this: someone automatically reminds you when it is time for the next oil change of your car. This is exactly how the customised FANUC Robotics After Sales Module (ASM) works.

Your advantages with FANUC Robotics After Sales Module (ASM):

- We keep track and contact you when maintenance needs to be done.
- We back up and store your controller back-ups on our secure After Sales Module (ASM) and are available for you when needed.
- After a maintenance on your robot you receive a detailed status report of the work performed and any recommendations in PDF-format on an USB-stick with a copy of your back-up.



FANUC ROBOTICS REMOTE DIAGNOSTICS FAST. SAFE. EFFICIENT.

OUR CUSTOMERS ARE LOCATED THROUGHOUT EUROPE, EVEN IN THE MOST REMOTE LOCATIONS. THAT IS WHY WE OFFER FANUC ROBOTICS REMOTE DIAGNOSTICS: A SOPHISTICATED ONLINE REMOTE DIAGNOSTIC SYSTEM, WHICH ALLOWS US TO SOLVE ANY EVENTUALLY ARISING PROBLEM WITH YOUR ROBOT IN THE QUICKEST POSSIBLE TIME. BECAUSE EVERY MINUTE YOUR ROBOT IS NOT OPERATING IS A POTENTIAL LOSS IN YOUR PRODUCTION OUTPUT.

SMART. STRONG. YELLOW.



FANUC Robotics Security-Guarantee: FANUC Robotics Remote Diagnostics is based on a secure internet portal which guarantees you 100% security for your information and data.



FANUC ROBOTICS REMOTE DIAGNOSTICS CENTRE

FANUC Robotics Remote Diagnostics Centre is an internet based support service which provides you and our technicians with the ability to meet on the web and share information in a highly secure environment.

FACTS:

- Fastest access possible (UMTS/GPRS/GSM)
- Complete visibility
- Many of your representatives and FANUC Robotics support personnel can access and take part in a support session
- Recording of all support sessions
- No user name and password required
- Widest range options for support

SIMPLE AND SAFE!

FANUC Robotics Remote Diagnostics Centre works so easy: Both parties – your representatives and your FANUC Robotics technician – connect to FANUC Robotics' secure website at <https://fanucrobotics.webex.com>. From there, FANUC Robotics can offer you special assistance by offering the following services:



RECORD SESSION

Before support begins, the FANUC Robotics support technician can ask you for permission to record the entire support session. This will preserve the complete support session for both parties.



REQUEST VIEW

After the session has started being recorded, the support technician may request to view your desktop. When the robot and PC are connected, the FANUC Robotics technician is able to view exactly what you are seeing on your PC in front of you.



REQUEST CONTROL

Once permission is granted, the FANUC Robotics technician can guide you to locate the problem in an efficient manner. This option allows the FANUC Robotics' service technician to actually take control of your PC in order to locate the problem as quickly as possible.

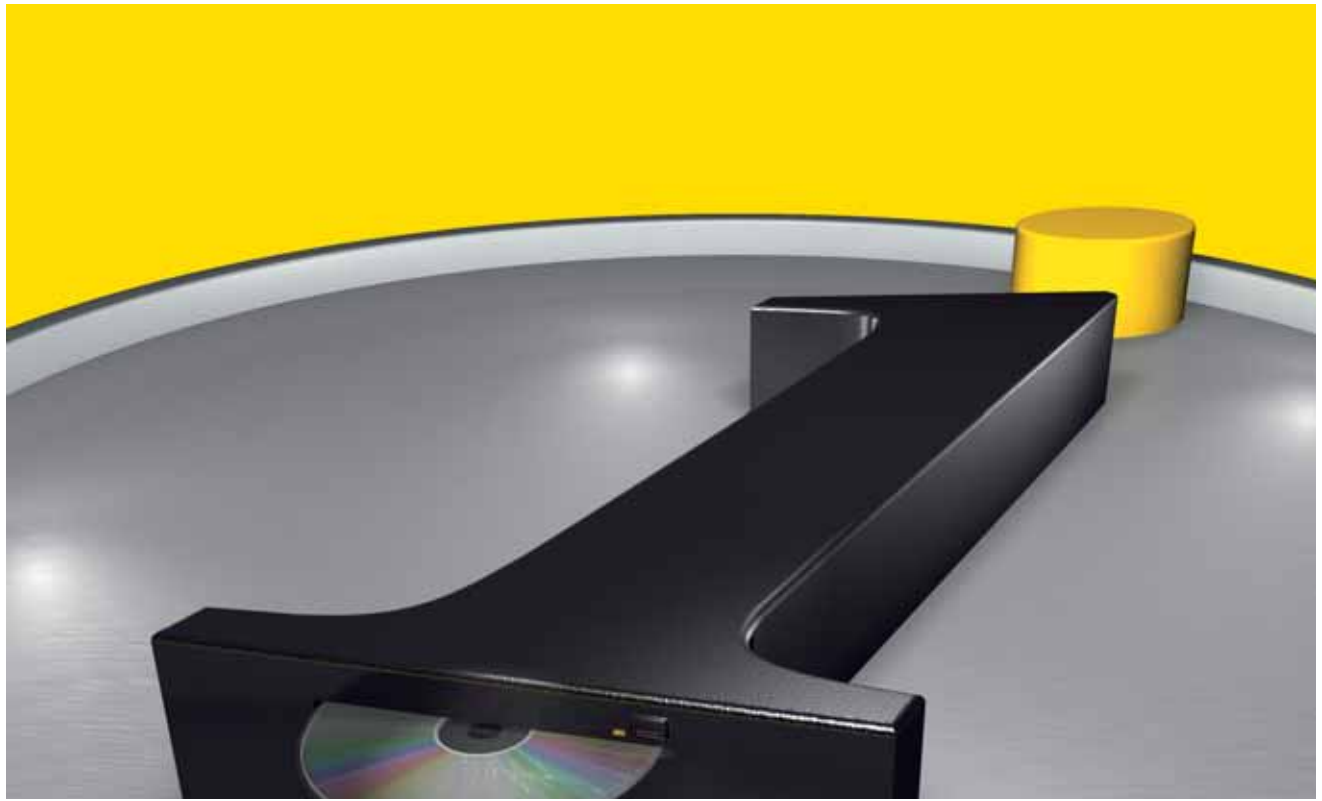


SHARE FILES

Once permission is granted, files may be shared via this session (e.g. backup files) – complete visibility is assumed.

NO INTERNET?

Even without internet access, you need not do without the advantages of the FANUC Robotics' Remote Diagnostics Centre: All you need is a PC connection to either a data card or a data enabled mobile phone. Ask us, we can help!



FANUC SOFTWARE OPTIONS ADVANCED INTELLIGENCE

AS STANDARD, FANUC ROBOTS AND CONTROLLERS ARE EQUIPPED WITH POWERFUL HANDLING SOFTWARE SUITABLE FOR MOST REQUIREMENTS. BUT EVEN THE BEST ROBOTS CAN GET EVEN BETTER - JUST LIKE YOU NEED THEM. THAT IS WHY WE OFFER A WIDE RANGE OF SOFTWARE OPTIONS THAT CAN PROVIDE INCREASED PERFORMANCE, IMPROVED SECURITY AND ENHANCED FEATURES FOR THE MECHANICAL UNIT.



JUST SOME OF THE SOFTWARE OPTIONS AVAILABLE ARE:

COLLISION GUARD

FANUC Collision Guard provides a highly sensitive method to detect whether a robot has collided with any object from any direction, and to stop the robot immediately in any incident. This is done by automatically decreasing the pressure on the object which it has collided with, thus greatly minimizing possible damage to the tool, to the robot itself and also reducing downtime after collision.

APPROACH DETERRENCE

The FANUC Approach Deterrence Function prevents collision risks in detecting a near miss between one robot and another or a fixed object by using fast Ethernet links to continually monitor the distance between robots, end-effectors and tooling: When the distance becomes less than a preset value, the robots decelerate to a stop, thereby preventing a crash from occurring. FANUC Approach Deterrence Function is permanently active during system set-up and in production. So it guards effectively against collisions when operators fine-tune robot trajectories.

AUTOMATIC BACK-UP

The risk of not performing a back-up can be very costly in terms of security, time and production losses. The FANUC Automatic Back-up function enables you to back-up and restore an older programme if necessary.

PASSWORD FUNCTION

This software protects the robot data from unauthorized access with additional benefits such as login history, multiple accounts and system data protection.

OPERATION LOGBOOK

The FANUC Operation Logbook not only automatically records any action – e.g. programme modification – a user has taken with a teach pendant: With this FANUC software option you can simultaneously determine causes for operating mistakes.

CYCLE TIME PRIORITY

With the FANUC Cycle Time Priority, we offer a service in which we determine if you are actually achieving the minimum cycle time possible. For this we take a back-up of your robot and perform an analysis to determine the possibility of improving cycle time with a $\pm 2\%$ accuracy.





FANUC TRAINING INCREASE YOUR CAPABILITIES

Whether you have just purchased a FANUC Robot and need some initial training or you already have skills in robotics and simply want to increase your capabilities, FANUC Robotics training programmes offer a variety of courses to meet your requirements.

We have 8 training facilities located in Europe with modern and well equipped demonstration areas and laboratories designed to meet your needs. FANUC Robotics' trainers are highly experienced and dedicated to ensuring that you receive the best possible training course. Giving you the greatest benefits possible!

THIS IS HOW YOU PROFIT FROM FANUC ROBOTICS TRAINING:

- **Increased productivity and a longer machine life**
Well trained employees know better how to configure the system more efficiently – for optimised performance, higher productivity and a longer machine life.
- **Protection against downtime**
Training is the most important measure for keeping the risk of production downtime, caused by operating errors, as low as possible. And if something does happen your trained team will be able to find and correct the malfunction easier and faster.
- **Faster conversion**
The FANUC Robotics training programme helps you quickly adapt new robot programmes each time your production changes.
- **Greater motivation**
Employees mastering the technology are confident and enjoy working with robots – your benefit: a motivated team!



FANUC STOCK POOLING & SPARE PARTS – EVERYTHING ALWAYS RIGHT AT HAND

As with all mechanical devices operating in industrial or harsh environments, the need for replacement parts is inevitable. Even when equipment is well maintained, damage may result from faulty operation, accident or extreme wear and tear. However, holding spare parts in your inventory is not always the best solution. That is why our service also includes a comprehensive range of parts solutions to deliver to you, as quickly as possible through our worldwide network.

■ FANUC STOCK POOLING

Our special service offer in the sector spare parts: With FANUC Robotics Stock Pooling, we set up a robot expressly for you. Your advantage: Guaranteed constant availability of matching spare parts without any risks and initial cash investment.

■ FANUC EMERGENCY KITS

The First-Aid kit for your robots: In order to guarantee that you always have the most important spare parts on hand, we put together special Emergency Kits – so that in case of an emergency, it supplies you with everything you need to get your robot running again as quickly as possible!

■ FANUC SPARE PARTS SERVICE

If you wish to stock your spare parts locally, we will work with you to identify those spare parts needed.

LIKE NEW: REFURBISHMENT & RETROFIT

If your production does not dramatically change, you can use your FANUC robot for a very long time. That is why we offer a Refurbishment-Service: We can rebuild the complete mechanical unit and change the old parts. Your robot will look like new – and work like new, too!

Even if your production does change, after a detailed analysis we can customise your FANUC Robot to a certain extent, by exchanging certain elements – reducers, arm, wrist etc.



IN ORDER TO GET IN TOUCH WITH US PLEASE CONTACT:

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