

## Robotic support

Global service solutions to protect productivity gains



- Protect your capital assets with regular, scheduled maintenance
- Maximize your OEE with a service and support contract
- Ensure top robot function with technical and field support
- Gain key maintenance skills through expert-led training

# Omron provides all the support you need to maintain your robot

Omron offers a complete portfolio of services that are designed to help you get the maximum value out of your robotic solution while eliminating guesswork from your maintenance and repair budget.

Our programs are designed for both fixed and mobile robots and can support new users with a single robot or advanced users with a large fleet.

# OMRON



## Wellness visits

Humans need check-ups, and so do robots. Omron offers Wellness Visits to thoroughly evaluate your robot's condition, schedule maintenance in advance and avoid costly surprises.

Regular maintenance and inspection can significantly reduce the total cost of ownership for any equipment. Our annual Wellness Visit service ensures that all preventive maintenance is performed on schedule and to manufacturing specifications for your Omron robot.

With the included comprehensive evaluation, our factory-trained team can identify small problems before they require expensive repairs that lead to productivity-stifling downtime.

Annual Wellness Visits are a proven way to maintain peak robot performance and stay on top of repair needs.

With this service, you can:

- Maximize robot lifespan
- Identify potential problems before they result in unscheduled downtime
- Proactively schedule repairs and part substitutions based on your scheduled shutdowns

# Robot support contracts

Optimize the maintenance and support of your Omron robot with one of our service contracts.

Omron offers a variety of service contract options to support customers seeking comprehensive support solutions at a known price as well as advanced users with an experienced maintenance team who want preferred access to Omron's expertise. Select one of our standard service contracts or contact Omron for a customized solution to meet your specific needs.





## Complete care program

**Omron provides all the support and parts you need to maintain your robot - in a single, comprehensive program.**

At a fixed annual price, the Complete Care Program eliminates your budget uncertainty while protecting your capital investment, prolonging its lifespan and maximizing your productivity.

The program includes:

- Annual Wellness Visit for preventive maintenance
- 100% coverage for all repair labor and replacement parts
- Priority dispatch for Field Service Support
- Premium Technical Support (24/7 access with priority status)
- Travel costs for any on-site visit
- Discounts on additional training for your team

With the Complete Care Program, our field support team takes responsibility for the maintenance and support of your robots. With this taken care of, your team can focus on their core competencies and your production needs.



## Premium support program

**Enhance the value of older robotic equipment with a program that lowers ongoing support costs and gives you access to priority services at a discount.**

Our Premium Support Program takes care of regular maintenance and inspection needs and gives your experienced team access to the tools and training to maximize uptime.

The program includes:

- Annual Wellness Visit for preventive maintenance
- 100% coverage for all repair labor
- Priority dispatch for Field Service Support
- Premium Technical Service (24/7 access with priority status)
- Fixed travel cost for any on-site visit
- Discounts on additional training for your team

Ideal for customers who are accustomed to taking care of most of their own maintenance and service needs, the Premium Support Program gives you the assurance of having a regular inspection by an Omron factory-certified engineer and the confidence of having access to Omron's expertise in case of an unforeseen problem.

# Educational service programs and service support

## Maximize the value of your robot with training programs, technical support and field service support from our experts.

Omron provides several ongoing support services designed to maximize the lifespan of robotic equipment and empower customers with valuable knowledge regarding robotic care.



### Robotics educational services

We provide strategic training programs to help your team master today's automation technologies. Through one of our hands-on training sessions at a regional training center or your facility, your team can acquire the skills necessary to get the most out of your new robot systems.

Our courses include programming and maintenance support for both fixed and mobile robots. These small, focused classes dramatically shorten the learning curve for employees who are using industrial automation equipment for the first time as well as for experienced technicians seeking to grasp the advanced functionality of an upgraded system.



### Field services support

Our team of Robotic Field Service Engineers is strategically located throughout the Americas to support your production and maintenance needs.

Backed by Omron's Global Application and Engineering team for in-depth troubleshooting support, our factory trained and certified technicians can respond quickly to provide on-site diagnosis and repair of your Omron robot so that you can resume production as soon as possible.



### Technical support

Omron's technical support engineers have over 20 years of experience diagnosing and fixing issues that plague robotic equipment. Leveraging the popular Augmented Reality Tool for remote visualization, the support team resolves a wide variety of problems with excellent customer satisfaction.

- Support during regular business hours from 8:00am to 5:00pm Central Time.
- After-hours support available for an additional fee
- English, French, Spanish and Portuguese supported
- 24/7 access also provided through a web-based self-service portal

# Robot repair and refurbishment



Overhaul your robot and return it to mint condition with our comprehensive refurbishment program

Omron's expert engineers can draw upon decades of experience to bring your robot back to the condition it was in when you first purchased it.

We also offer Recommended Spare Parts Packages to help you maintain optimal inventory levels with curated, model-specific recommendations.



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