



FREE Web Solutions

The FANUC cRc Website provides Web Chat Support for all our registered customers found on <https://crc.frc.com>. Additionally, the website provides free access to all product datasheets. Features include the ability to submit parts orders or request parts returns for new, warranty and certified repair. With the assistance of the parts search engine, customers can access pricing and availability information. Another key feature is order tracking with automatic email notification capabilities for all parts orders. To take advantage of our Web Solutions, register at <https://crc.frc.com> then click on the link labeled "Not Registered?"

FREE Technical Phone Support

cRc provides a multilingual, 24-hour telephone support group that possesses advanced troubleshooting skills to quickly resolve customers' technical robot issues or to simply assist with normal setup and maintenance questions. If required, we will assist with dispatching our highly-skilled service engineers to conduct onsite repairs or start-up installation support. Other routine services provided via our technical phone support include: parts identification, after-hours support, and email based support, FAQ's, error code lookup and remote diagnostics. The Technical Support Group can be reached by phone, web chat, or email technicalsupport@fanucamerica.com

Training Solutions

Our Rochester Hills, MI headquarters provides 22,000+ square feet of laboratory space, more than 50 current model robots, 2 ROBODRILLS and 9 classrooms to provide you with the best "HANDS ON" training available. We also conduct classes at our regional offices or at your facility in order to meet the varied needs of our customers. We offer eLearn training solutions for those customers who prefer computer-based learning. To register for a class or inquire about special training needs, please call or visit our website at www.fanucamerica.com/training where a complete product training schedule, course descriptions, online registration form and a wealth of other information is available.

Onsite Field Service Support

Service offerings include: local and regional dispatch, after-hours down production support, primary and resident site service engineers, installation support and programming, operation and performance audits, preventive maintenance, warranty tracking and repair, root cause analysis, and product reworks. The Field Service Group can be reached by phone, web chat, or email fieldservice@fanucamerica.com

Spare Parts

An inventory of over \$100 million is available to meet spare part needs. Our staff of customer service representatives are available 24/7/365 and will promptly assist you with any parts orders or inquiries. Emergency orders can be processed at any time of the day. Spare Parts can be reached by phone, web chat, emailing spareparts@fanucamerica.com, or by sending a fax to 248-377-7832.

Certified Parts Solutions

Certified repair services are available for most major components across all controller platforms. Our Rochester Hills facility performs authorized repair for North America using authentic FANUC parts. After the repair is completed, it is tested to original OEM specifications. Once the repair has passed our testing, it is certified, and the warranty plus repair data are posted on-line. OEM-specified updates and upgrades are also included during the repair process at no additional cost. Contact us to obtain a return authorization or log onto the cRc Site and use our easy three-step process. For additional cost savings, core credits are available on numerous parts.

**All certified repairs are backed by the same one-year warranty as a new FANUC America part.*

Enhanced Service Group

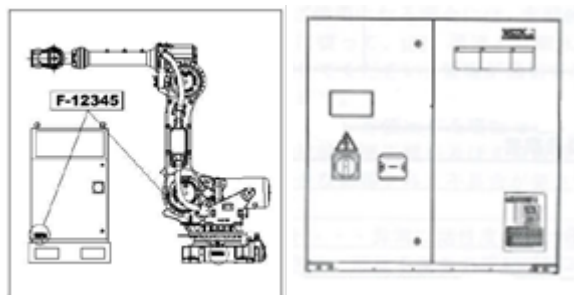
FANUC America supports your production robot and/or ROBODRILL for its entire production life. The following is just a list of services offered to maximize life expectancy and minimize downtime.

- Routine Service – Preventative Maintenance including grease, batteries, audits, and backups
- Planned Service – Component replacement (cables, drives, and motors)
- Extended Use (Reapplication) – Includes comprehensive 50 point examination, recertification restoration to original factory, and full 1 year warranty

**All enhanced robots are backed by a limited one-year manufacturer's warranty.*

| TECHNICAL PHONE SUPPORT * Press 1 FAX: 248-377-7832 | PARTS & PART REPAIR * Press 2 FAX: 248-377-7832 | ONSITE FIELD SERVICE * Press 3 FAX: 248-377-7832 | PRODUCT & SYSTEMS TRAINING Press 4 FAX: 248-377-7367 | MARKETING, SALES, & LITERATURE REQUESTS Press 5 |
|---|--|--|---|---|
| <ul style="list-style-type: none"> • Technical Phone Support • Highly-qualified technical support specialists. • Staffed 24/7 • Automatic Email notification & verification for all cases open & closed | <ul style="list-style-type: none"> • Parts/Repair Orders including quotes, order follow-up, Warranty, Repair and Down Robot. • Robot software & software options | <ul style="list-style-type: none"> • Down Production Service • Warranty Service • Operational Audits • Preventative Maintenance Services • Programming Services | <ul style="list-style-type: none"> • Training class registration • Consultation for non-standard training classes or on-site requests | <ul style="list-style-type: none"> • New product sales • System solution sales • Product & application information |
| For best call results have: <ul style="list-style-type: none"> • F# or serial number information • Hour meter reading (if available) • Software type and edition • Any error messages and LED displays (if applicable) | For best call results have: <ul style="list-style-type: none"> • Part number & description (if known) • F# or serial number information • Method of payment (PO, credit card, etc) • Shipping & billing addresses • Repairs – problem description (any symptoms, error codes, or diagnostic LEDs identified) • Warranty – serial number or PO you placed original order with. | For best results have: <ul style="list-style-type: none"> • Part number & description (if known) • F# or serial number information • Method of payment (P.O., credit card, etc.) • Shipping & billing addresses • Reason for repair (any symptoms, error codes, or diagnostic LEDs identified) • Requested Arrival Time | For best call results have: <ul style="list-style-type: none"> • Your billing address • Types of courses needed • Special requirements • F# or serial number information • Proposed schedules • Number of people attending • Student names (if available) • Method of payment (PO, credit card, etc) | For best call results have: <ul style="list-style-type: none"> • Description of your need |

When contacting cRc Services, please have your serial number available. Serial number is located on the robot base or operational panel. ROBODRILL serial number is located on the upper right corner of right hand door of rear electrical cabinet. The tag locations are shown in this drawing.



To register for free online services please visit:
<http://www.fanucamerica.com/cRc/cRcRegistration.asp>

| | |
|--|---|
| FANUC America Corporation 3900 W. Hamlin Road Rochester Hills, MI 48309 | Mississauga, Ontario, Canada (905) 812-2300 |
| Charlotte, NC (704) 596-5121 | Montréal, Quebec, Canada (450) 492-9001 |
| Hoffman Estates, IL (847) 898-6000 | Aguascalientes, Mexico 52 (449) 922-8000 |
| Lake Forest, CA (949) 595-2700 | Sao Paulo, Brazil 55 (11) 3619-0599 |

FANUC

FANUC AMERICA CORPORATION
 3900 WEST HAMLIN ROAD
 ROCHESTER HILLS MI 48309-3253

