

FANUC America Corporation

ACIP Paint Division

Rochester Hills, MI

Customer Service Manual
For

ADAC Automotive

FAC Project # 129463

FANUC America Corporation (hereinafter FAC), ACIP Paint Division is providing this “Service Manual” to our customers for their use on any Project Installation or Service inquiry in regards to FAC Projects. This manual will give you, our customer, proper FAC contacts and numbers in case the need arises.

Please look through this manual and, in the case of an emergency, be prepared to provide the information requested on Page 6. We have included a form for you to fill out in advance, which will keep this vital information at your fingertips.

FAC recommends that our customers provide a “Blanket Purchase Order” for any service-related issues that may be required. This Blanket Purchase Order will help provide both the customer and FAC smoother invoicing transactions for FAC service issues.

FAC also accepts the following credit cards: VISA, MasterCard and American Express.

If you have any questions in regards to this manual, please do not hesitate to contact any of the FAC ACIP Paint Representatives listed herein.

**ACIP Paint Division
Project Installation and Service
Customer Service Manual**

TABLE OF CONTENTS

<u>INTRODUCTION</u>	<u>PAGE 4</u>
<u>ACIP PAINT PROJECT INSTALLATION</u>	<u>PAGE 5</u>
<u>CUSTOMER RESOURCE CENTER CONTACTS</u>	<u>PAGE 6</u>
<u>CUSTOMER RESOURCE CENTER PHONE SUPPORT</u>	<u>PAGE 7</u>
<u>PROJECT ROBOT INFORMATION</u>	<u>PAGE 9</u>
<u>ACIP PAINT INVOICING CONTACTS</u>	<u>PAGE 10</u>
<u>ACIP PAINT SALES SUPPORT TEAM</u>	<u>PAGE 11</u>

INTRODUCTION

FANUC America takes the lead in customer support by offering prompt, personal service for as long as you own your robot. We understand today's competitive challenges and the impact that a production interruption can have on your manufacturing process; that is why we have experienced personnel available to provide immediate assistance, and it's only a phone call away.

Please review the following pages and do not hesitate to contact any of the numbers listed for help on your support issues.

ACIP Paint Project Installation

SYSTEMS IN PROCESS OF INSTALLATION OR LAUNCH

Customers requesting assistance during installation or launch are to contact their assigned FANUC Robotics **ACIP Project Manager** or **ACIP Installation Engineer**.

If you are unable to reach your assigned Project Manager or Installation Engineer direct, please contact the following **ACIP Project Support Team** personnel during regular business hours (8:30 a.m. to 4:30 p.m. EST):

If your emergency is after hours contact the **CUSTOMER RESOURCE CENTER (cRc)**.

ACIP Paint Title

Telephone #

Manager ACIP

Jeff Eischen

(248) 377-7868

Project Manager

Doug DeCraene

(248) 377-7004

FANUC Customer Service Hotline

(888) FANUC-US

(888) 326-8287



FANUC

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 3900 West Hamlin Road
 Rochester Hills, Michigan 48309-3253
888-FANUC-US • 888-326-8287
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Service First

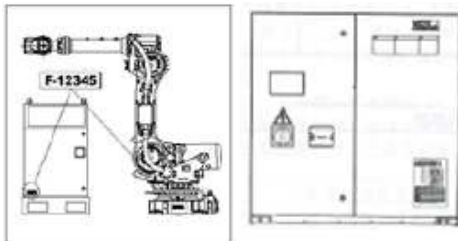
Customer Resource Center Contacts

Technical Phone Support	Hotline Available 24/7	888-FANUC-US Option 1
<ul style="list-style-type: none"> Technical telephone support Available 24/7 After hours please provide phone number where you can be reached for a call back Email: TechnicalSupport@fanucamerica.com 		
Field Service Dispatch	Service Available 24/7	888-FANUC-US Option 3
<ul style="list-style-type: none"> Schedule a field service call After hours please provide phone number where you can be reached for a call back Email: fieldservice@fanucamerica.com 		
Spare Parts	Parts Available 24/7	888-FANUC-US Option 2
<ul style="list-style-type: none"> Spare part pricing and availability Tracking of spare part packages Customized spare part packages Email: spareparts@fanucamerica.com 		
Component Repairs & Warranty Returns Web Services	Part Repairs	
<ul style="list-style-type: none"> Repair capabilities for over 500 different components Includes a one year warranty An RA# must be obtained prior to shipping 		
Training	Training Dept	888-FANUC-US Option 4
<ul style="list-style-type: none"> Training class inquiries and registration Consultation for non-standard training classes or on-site requests Email: trncontact@fanucamerica.com 		
Additional Contacts:		
cRc Sales Support – Account Specialist Satoshi.Yamamoto@fanucamerica.com Automotive/Tier 1	Satoshi Yamamoto	248-377-7019
cRc Inside Sales Support Julia.Dorey@fanucamerica.com GI	Julia Dorey	248-276-4343

Customer Resource Center (USA and Canada) • www.fanucamerica.com
 USA: 888-FANUC-US, option 1 for Robotics and ROBODRILL • Canada: 905-812-2300

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.



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

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 ROCHESTER HILLS MI 48309-3253



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Project / Robot Information Form

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ACIP Paint Invoicing Contacts

ACIP Paint Contact

Telephone #

**Project Accounting Manager
Judy Stefaniak**

(248) 377-7098

**Service Accounting Coordinator
Barbara Wood**

(248) 377-7752

ACIP Paint Sales Support Team

	<u>Telephone #</u>
Ed Minch Director AC/GI Accounts	(248) 377-7883
Mike Corazza Sr. District / Account Manager	(248) 276-4077
Robert Fry Account Manager	(248) 377-7865
Mike Dilday Account Manager	(248) 377-7864
Chris Sparks Account Manager	(248) 377-7859