

Customer Resource Center (cRc) Support Services



FANUC
Robotics

FREE Web Solutions

The FANUC Robotics' cRc Website provides free access to all product datasheets, software downloads and engineering bulletins. 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 e-mail notification capabilities for all parts orders. We also offer a diagnostic troubleshooting tool (Diagnostic Resource Center) that is available on CD or on our site by subscription. To take advantage of our Web Solutions, please register at: <http://www.fanucrobotics.com/CRC/cRcRegistration.asp>

FREE Technical Phone Support

cRc provides a multilingual, 24-hour telephone support group with 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, 24/7, e-mail-based support, FAQ's, error code lookup and remote diagnostics. Technical Phone Support can be reached at 1-800-iQ-ROBOT, option 1, or by e-mailing technicalservicegroup@fanucrobotics.com

Training Solutions

cRc's Training Group provides 22,000+ square feet of laboratory space, 50+ robots and 10 classrooms to provide the best "hands on" training available. We also conduct classes at our regional offices or at your facility, and computer-based training solutions. Call us at 1-800-iQ-ROBOT, option 4, to register for a class or inquire about special training needs. You may also visit our Website at www.fanucrobotics.com/training for the complete product training schedule, course descriptions, online registration form and a wealth of other information.



Onsite Field Service

Service offerings include: local and regional dispatch, 24/7 down robot support, installation support and programming, robot operation and performance evaluations, preventative maintenance, warranty tracking and repair, root cause analysis, and product reworks. These services can be obtained by contacting our 24-hour Technical Service at 1-800-iQ-ROBOT, option 3.

Parts

An inventory of over \$100 million is available to meet spare part needs. Our staff of customer service representatives 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: (1) calling 1-800-iQ-ROBOT, option 2; (2) e-mailing spareparts@fanucrobotics.com; or (3) sending a fax to 248-377-7832.

Certified Parts Solutions



Certified repair services are available for over 1,200 different components from multiple 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 online.

OEM-specified updates and upgrades are also included during the repair process at no additional cost. Call us at 1-800-iQ-ROBOT, option 2, for repair return authorizations or log onto the cRc site and use our easy, three-step process. For additional cost savings, core credits are available on numerous parts.

Note: All certified repairs are backed by the same one-year warranty as a new FANUC Robotics' part.

Enhanced Service Group

FANUC Robotics provides a proprietary robot recertification process. This exclusive process will bring your robot back to original factory specifications using the latest engineering information and manufacturing processes available only from FANUC Robotics. The following is a list of just a few of the services we offer:

- Support services and programs for robot re-location/re-deployment
- Complete robot rebuild
- Wrist, gearbox or drive evaluation and repair
- Preventative maintenance
- Thorough robot and controller evaluation
- Full diagnostics with recommended service
- Onsite repairs and component replacement programs

All services are backed by a limited one-year manufacturer's warranty. Contact us to see how we can provide you with the right solution.

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 E-mail Notification and verification for all cases open and closed 	<ul style="list-style-type: none"> ■ Parts/Repair Orders including quotes, order follow-up, Warranty, Repair and Down Robot ■ Robot software and software options 	<ul style="list-style-type: none"> ■ Down Robot Service ■ Warranty Service ■ Robot Operational Evaluations ■ Preventative Maintenance Services ■ Robot Programming 	<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 robot product sales ■ System solution sales ■ Product and application information
For best call results have: <ul style="list-style-type: none"> ■ Robot & controller type ■ F#* or serial number of robot ■ Hour meter reading (if available) ■ Software type and edition ■ Any error messages and LED displays (if applicable) ■ P.O. or credit card, for warranty, down robot, or preventative maintenance service orders 	For best call results have: <ul style="list-style-type: none"> ■ Part description & number (if known) ■ F#* or serial number of robot ■ P.O. or credit card for ordering ■ Shipping & billing addresses ■ Repairs – problem description (any symptoms, error codes, or diagnostic LEDs that were identified) ■ Warranty – F#* or PO you placed original order with 	For best call results have: <ul style="list-style-type: none"> ■ Part name & number (if known) ■ F#* or serial number of robot ■ P.O., credit card, or receiving # for warranty, down units, or software ■ Shipping & billing addresses ■ Reason for repair (any symptoms, error codes, or diagnostic LEDs that were identified) ■ Requested Arrival Time ■ Parts in Inventory 	For best call results have: <ul style="list-style-type: none"> ■ Your billing address ■ Types of courses needed ■ Special requirements ■ Robot and controller type ■ Proposed schedules ■ Number of people attending ■ Student names (if available) ■ Method of payment (P.O., credit card, etc.) 	For best call results have: <ul style="list-style-type: none"> ■ Description of your need

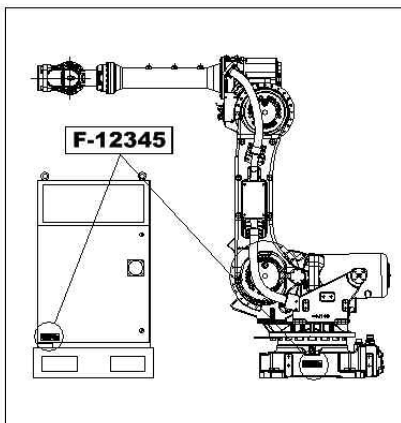
NOTES:

*F# OR SERIAL NUMBER IS LOCATED ON THE ROBOT BASE OR OPERATIONAL PANEL.

Some queues will allow a voicemail message to be left. If a message is left, the voicemail system will call the next available agent.

TO REGISTER FOR FREE ONLINE SERVICES, PLEASE VISIT:

<http://www.fanucrobotics.com/cRc/cRcRegistration.asp>



When contacting cRc Services, please have your F number(s) (serial number for robot) available. The F number tag locations are shown in this drawing.

Intelligent Robot Solutions

FANUC
Robotics

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(704) 596-5121

Toronto, Canada
(905) 812-2300

Chicago, IL
(847) 898-6000

Montréal, Canada
(450) 492-9001

For sales or technical information, call:
1-800-iQ-ROBOT

Cincinnati, OH
(513) 754-2400

Aguascalientes, Mexico
52 (449) 922-8000

Los Angeles, CA
(949) 595-2700

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