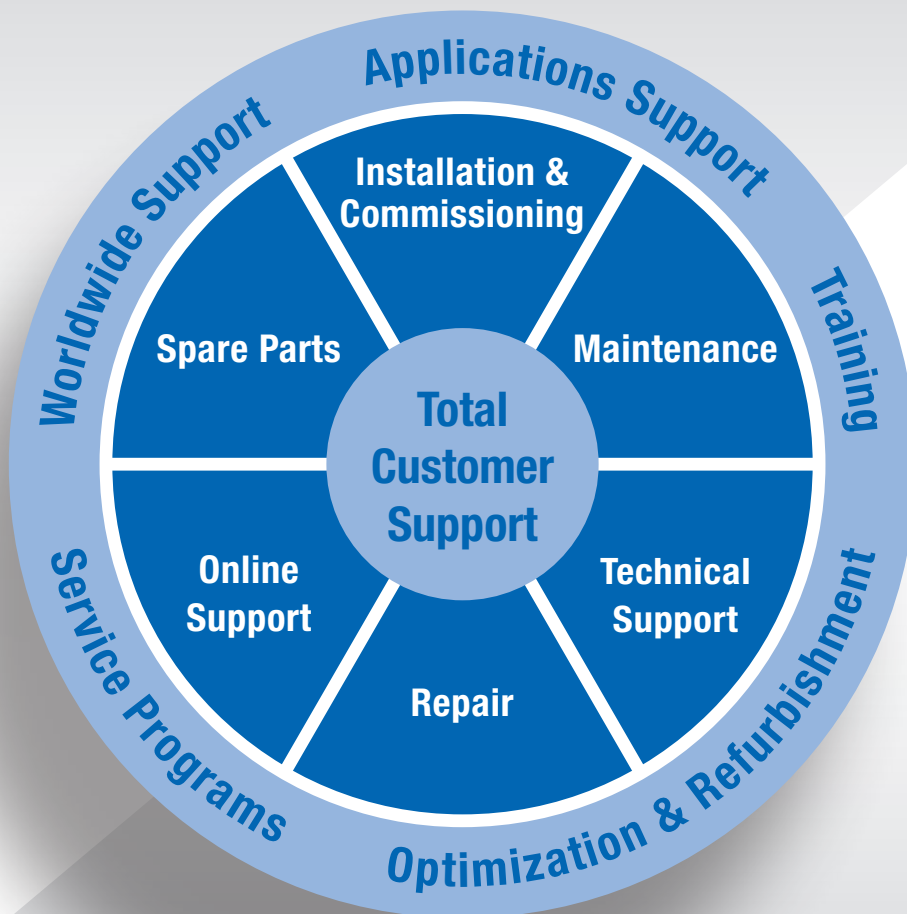


Total Customer Support



TCS. Total Customer Support.

Customer satisfaction is our top priority!

As soon as you consider acquiring an automation solution or robot for your company, that is where we come in.

With many years of expertise in this field and in-house coverage of all areas, we are able to offer comprehensive service that truly deserves the name "Total Customer Support".



Service is a matter of attitude

The objective of our range of customer support services is:

- To give you a sense of security and confidence in your system
- To train your employees and offer them further qualifications for the purpose of maximizing the availability of your robot systems
- To provide you with timely support, preventing problems before they can arise
- To provide you with process support, thereby optimising and ensuring the productivity of your system
- To ensure that you enjoy high levels of system availability and quality
- To ensure your success

Training is the best investment

The Yaskawa Academy offers a broad range of courses to suit the level of knowledge of the participants – from beginner to expert.

Our modular training concept offers courses in the following areas: basic training, operation and programming of robots, safety (protection and security), system integration, software, maintenance and repair. In addition, there are refresher and transfer courses, online training and e-learning.

All courses consist of theory and practice. The practical exercises are the center of attention to ensure efficient learning.

The Yaskawa Academy responds to your wishes and creates an individual and, if necessary, will create an individual training concept for you adapted to your requirements.

Qualification is your key to success. And your success is our motivation.

Visit our Learning Management System:

Or contact us under:
academy@yaskawa.eu
Tel. +49 (0) 6196 777 25 -70



YASKAWA ACADEMY



Only an operational system earns money



Although Yaskawa MOTOMAN robots and systems are known for their low maintenance requirements, the value of continuous servicing and preventive maintenance must not be underestimated.

Throughout the service life of its products, Yaskawa offers optimal all-round support in the form of regular preventive maintenance, customer support, spare parts support, optimization and modernization. This also refers to your applications and processes, ensuring that the availability of your system remains high.

With our global service network and 360° comprehensive support service, Yaskawa is always in your vicinity to ensure your success.

Your success is our motivation!

**tcs-sales@yaskawa.eu
Tel. +49 (0) 81 66 / 90 - 20 02**

High availability guaranteed

Rapid help is on hand at all times with our unique stock of parts for all controller and robot types.



Expert advice regarding which spare parts to select or what components to keep in store ensures maximum production reliability.

**spare-parts-sales@yaskawa.eu
Tel. +49 (0) 81 66 / 90 - 20 00**

Service agreements for peace of mind

Yaskawa MOTOMAN service agreements minimize the risk of system downtime and thus reduce service costs.

To find out more, simply call us for a personal consultation.

Our telephone support is there for you when help is needed fast

Our experienced technicians are only a phone call away to provide you with fast and competent advice on every aspect of your robot system.

Technical Support*



+49 1805-762683
tcs@yaskawa.eu

Call us!

* 14 ct/min. from landlines,
mobile phones charges can vary.

You can be certain that our experts are thoroughly familiar with the systems and can quickly recommend the solution you need.

Rarely needed – always appreciated

It is always good to have a partner who can help you in an emergency. For instance, the staff at our repair centers where we can repair all controller and robot components.

Since Yaskawa produces robots, controller components and servomotors in house, we can offer servicing for the entire system.

This includes repairs to:

- Servomotors
- Servo packs
- Teach pendants
(loan of teach pendants during repairs)
- CPU and I/O boards
- In-house repair and overhaul of complete robots, controllers and robot systems

In order to minimize production downtime of your systems, we offer overhauled exchange robots in the case of major, more complicated robot repairs.



We would be happy to advise you individually on this matter.

**yeur-repair-sales@yaskawa.eu
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We reserve the right to technical changes and error.

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