



FANUC

ROBOTICS EUROPE

IMPORTANT INFORMATION FOR
OUR CLIENTS AND PARTNERS!

Service booklet

In order to facilitate the daily work, as well as the contact to our service team, we have compiled a service booklet for you, which contains the most important economical, technical and legal topics surrounding our robots.

You are aware of the newest conditions and, additionally, crucial information, as all essential documents are contained in our handbook, for example, warranty registration forms, position reports, as well as accomplished service work—simply everything that your robot system needs. Furthermore, in each booklet, you will find a discount coupon of 15% for FANUC Robotics standard training courses!

Guarantee and location of the robot system

FANUC products are always manufactured with a very high standard of quality. However, despite all quality measures and first-class construction, units can arrive at troubles and failures of the system. In such moments, the fast reaction of the service is in demand, in order to offer you, or your customers, an immediate and careful recovery of the problem. FANUC Robotics has a world-wide service network, with competent technicians, who are on side with questions and solutions to your problems. So that we can provide you with the best possible service feature, not only in Germany, but also world-wide, we need information about the location of your robot system. Without complete information about the number of robot systems and their locations, it can cause substantial delays during fault recovery, as well as with the supply of spare parts.



PLEASE FILL IN THE GUARANTEE REGISTRATION FORM. THIS CAN BE FOUND IN THE HANDBOOK OR ON OUR HOMEPAGE WWW.FANUCROBOTICS.DE. YOU CAN ALSO REQUEST A FORM BY CALLING OUR DIRECT LINE ON 07158-9873-0. WITHOUT A PRESENT REGISTRATION, WE CAN ONLY PROMISE YOU A GUARANTEE OF 12 MONTHS. THE PLACE OF DELIVERY OF THE GUARANTEE IS, IN THIS CASE, THE ADDRESS OF THE ORDERER!

Maintenance of the robot system within the guarantee period

Annual machine care is carried out in accordance with the servicing instructions of FANUC Robotics in the guidelines of our maintenance manual.

Each servicing, within the guarantee period, must be documented and archived by a certified technician. The documentation for the accomplished maintenance work is in the service booklet.

Maintenance during an extended guarantee

You also have the opportunity to receive an extended guarantee from us of up to 48 months or 16000 hours, with new machinery. This service is liable to pay the costs and can only be adduced in connection with a service contract. The maintenance schedule, within the extended guarantee, must be adhered to by FANUC technicians.

Service contracts-for maximum process security

Service contracts are as individual as your system solutions; therefore, you determine the scope of your contract with us-entirely according to your requirements.