

## Global Field Service

***Yaskawa's certified field assistance is available globally, whenever and wherever you need it.***

Not only will you be quickly up and running, but our service engineers will educate your team about the Yaskawa products on your machines.

Through our global network of certified engineers, you will be supported worldwide with your startup or maintenance service needs. Yaskawa's field service team provides service, preventative maintenance, technical support, and installation assistance 24 hours a day 7 days a week.



## Startup Support

***When you call Yaskawa for startup services, we ensure that you will obtain the maximum efficiency from your Yaskawa Product.***

Yaskawa's certified technicians guarantee that pre-installation and installation tests are completed according to Yaskawa's documented specifications. Setting up the product not only provides assurance that sizing, parameter settings, and safety inspection are done properly, but helps you to maximize the performance of your application.

## Preventative Maintenance

***Yaskawa can provide back-up support to assist you with your preventative maintenance requirements.***

Your needs and the environment of your equipment determine your optimal preventative maintenance program. Some of our customers request scheduled visits from our certified engineers as part of their program. Others want us to simply identify problem areas and provide advice on how to reduce their maintenance costs. Whatever preventative maintenance you need, Yaskawa can accommodate it.



## Retrofit

***Yaskawa offers the largest range of easily installable retrofit kits for legacy products.***

Unlike the competition, Yaskawa does not feel you should be forced to buy new equipment. Your equipment investment options should be your choice. When replacement components are necessary, we can assist you in retrofitting with turnkey solutions centered on maximizing uptime to help extend the life of your machine.

## Advantages of Using Yaskawa Field Service and Startup Support

- Yaskawa uses factory certified engineers who are thoroughly trained and experienced in troubleshooting, installation, repair, and maintenance of your equipment.

Please be aware that numerous companies use Yaskawa's name to sell service on Yaskawa equipment. Many of these companies and their websites are not authorized to use the Yaskawa name. To verify whether a company is an authorized Yaskawa service provider, visit [www.yaskawa.com](http://www.yaskawa.com).

- Yaskawa is available to coordinate support on a global basis. Our strategic network of authorized service providers guarantees that regardless of where you send your equipment, support is never far away. For more information, e-mail [technicalsupport@yaskawa.com](mailto:technicalsupport@yaskawa.com) or visit [www.yaskawa.com](http://www.yaskawa.com).
- Online access to the largest inventory of replacement parts helps to maximize availability. Additionally, unlike other field service providers that use cheaper parts with shorter life cycles, Yaskawa uses original production parts.
- Yaskawa has the largest range of easily installable retrofit kits for legacy products. Many customers find that our turnkey modernization packages are economical solutions to extend the life of their machines.
- Yaskawa ensures that the latest software revisions, engineering changes, and appropriate updates for your machine are made at the time of service.
- Yaskawa provides a detailed service report that outlines a checklist of the services performed and the parts used. During the service visit, we also provide recommendations to prolong the life cycle of your equipment.
- All Yaskawa field support services are covered by the best warranty in the industry. We are confident that our services will provide you with the protection you deserve. Additionally, using Yaskawa's startup services will extend the warranty on your machine.

**Please call 1-800-YASKAWA for field service or fill out the Service Request form at [www.yaskawa.com](http://www.yaskawa.com)**