

Subject: Service Options for Customized Servo Systems

Product: Custom Sigma products

Summary: Customized servo systems that require field replacement are not often stocked by Yaskawa. This document will help explain the service options available to ensure the shortest possible machine repair cycle.

Identifying Customized Servo Systems:

Custom motors and amps can be identified by a special code at the end of the part number. Yaskawa has made available a Part Number Converter for each type of Sigma motor. This Part Number Converter is available from the Yaskawa FAQ site at <http://faq.yaskawa.com>.

Example Custom Motors

- | | |
|-------------------------|---------------------------|
| ○ SGM-02U3 AP04 | ○ SGMP-08A3 FJ73 |
| ○ SGM-08A3 CK11 | ○ SGMG-13AWAY R11 |
| ○ SGMP-02AWY R12 | ○ SGMG-13A2A- MU21 |

Example Custom Amplifiers

- | | |
|-------------------------|---------------------------|
| ○ SGDA-08AS Y134 | ○ SGDB-10ADG Y141 |
| ○ SGDA-03BS Y92 | ○ SGDB-30EADG Y224 |

Service Options for Customized Servo Systems:

- **Order replacement through OEM:** Frequently, servo systems are customized by Yaskawa to meet specific requirements requested by the original equipment manufacturer (OEM). Therefore, the best option may be to secure a replacement through the OEM. Contact the OEM's service center to determine if they stock a replacement in one of their global warehouses. This is typically the best way to secure a replacement for a damaged motor and/or amplifier.
- **Other options (repair or replace):** If the OEM cannot provide a replacement motor/amp, there are two other options to explore. First, Yaskawa can often repair the damaged part. Secondly, an exact replacement part can be ordered. These custom pieces are manufactured in the Far East, so delivery times may be longer than standard. For price and delivery time for either the repair or replacement options, call Yaskawa Customer Service at 1-800-YASKAWA.