

YASKAWA

Aftersales Service

Personal Service for best Performance



Individual solutions for individual requirements

It's all in the details. The YASKAWA Service knows exactly what you need. Naturally, we offer all the industry standard services you would expect, but in addition we offer our customers numerous supplementary services with the explicit aim of highest customer satisfaction and optimized running of machines and plants.

Contact us -
Fast Support, exactly where you need it.

Headquarter Drives & Motion Division

YASKAWA Europe GmbH
Drives & Motion Division
Hauptstr. 185
65760 Eschborn
Germany

+49 6196 569-500
support@yaskawa.eu.com
www.yaskawa.eu.com

Country organisations and authorised service partners

You can find all available information, as well as the responsible country organizations and service partners on **www.yaskawa.eu.com**

You can use our smart step-by-step **contact form** or simply find your local YASKAWA contact on the site.

More than **14.500**
Employees worldwide

More than **1.350**
Employees in our
Worldwide Service
Network

More than **1.600**
Employees in Europe

You are the center of our attention.

Close to you

If your machine or plant suddenly comes to a standstill, the YASKAWA Aftersales Service will be happy to assist you in a reliable and uncomplicated manner. No matter when. No matter where. Our highly qualified employees will help you put your machines and plants back into operation quickly.

Individual Service

We adapt our service to your individual needs. Our customers and their requirements are individual, so we offer individual solutions. Whether this means an extended warranty period, specially adapted products or individual maintenance contracts, with YASKAWA you have a flexible partner at your side who will respond to your needs and requirements.

Global Service

We support our customers even beyond the EMEA borders. With a standard and an extended program, supported by local YASKAWA service organizations.

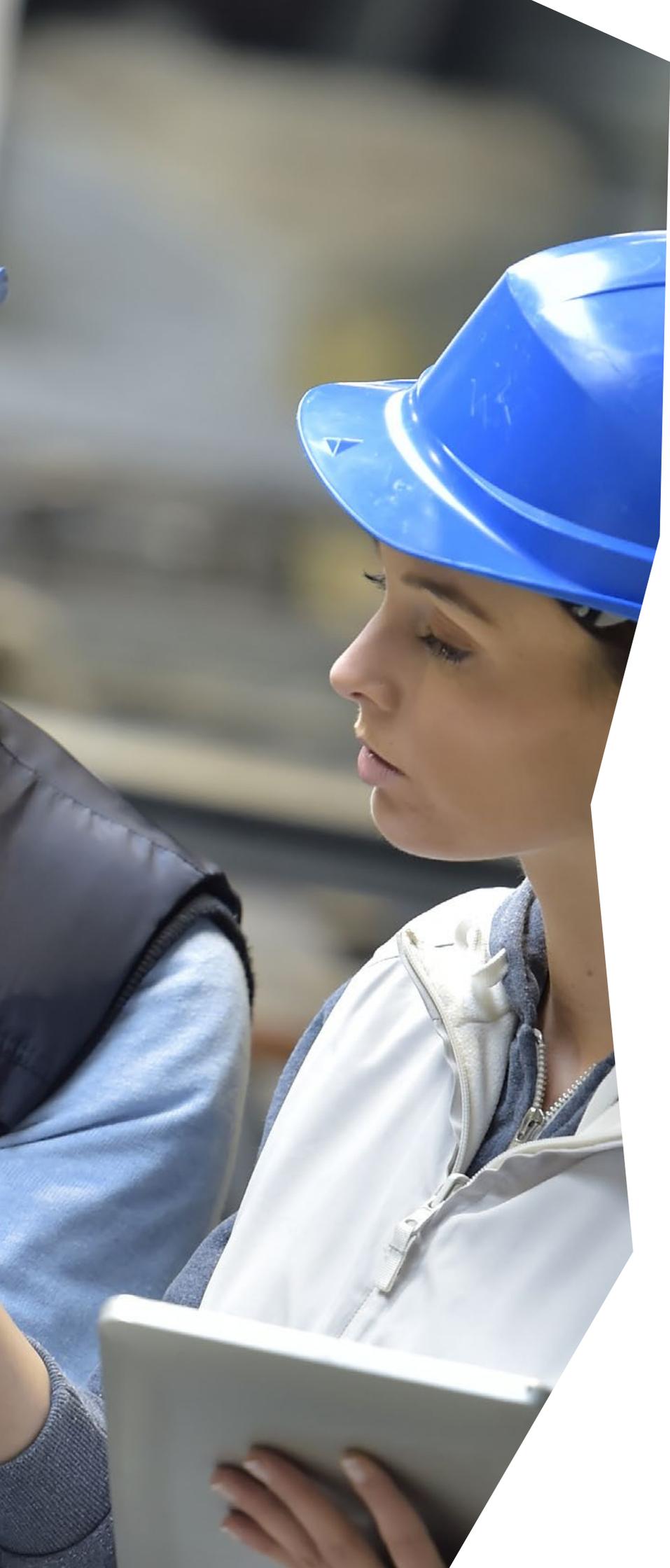
Wherever you are - Our local support is near.



Installation & commissioning

With our many years of application know-how, we ensure that the machines and plants of our customers are ready to use even quicker.





With our qualified service personnel the start of the product life cycle is handled as efficiently as possible. Professional service ensures quick installation and commissioning of your new YASKAWA products, regardless of whether it's a new plant, machine or a retrofit.

If your YASKAWA products are commissioned by official YASKAWA service technicians, you will automatically receive a warranty extension on the built-in YASKAWA products.

- Faster commissioning
- Improved performance and reliability
- Automatic warranty extension when commissioned by official YASKAWA technicians

Maintenance

YASKAWA takes over the maintenance of the YASKAWA products installed in your plants and machines. Ideally, the commissioned product works for many years to decades. You can depend on the reliable operation of YASKAWA products.



Maintenance and care are necessary to ensure the optimal functioning of a system. Our service staff have many years of experience in handling a wide range of machines and plants. With our training programs, we ensure that our employees are always up-to-date.

After the maintenance with YASKAWA original spare parts, we carry out a detailed diagnostics process in order to recommission your system. Our service also includes warranty extensions and on-site performance analyzes.

- Significantly increased availability of the production facilities
- Reduced personnel expenses
- Lower costs and reliable operation

Service- and maintenance contracts

No customer and no system are the same and the requirements for the service are just as diverse. YASKAWA offers customer-specific service and maintenance contracts from guaranteed availability of spare parts to the all-round care package.

Warranty extension

We offer an optional warranty extension, up to a maximum of 5 years from delivery or initial commissioning.

Warranty renewal

Product in stock for too long? Warranty expired? YASKAWA offers the possibility to renew the guarantee for new products which have not yet been commissioned. On request up to a maximum of 5 years. The product is tested in our European repair center and, if necessary, updated to the latest software version.

Repair

At some point, even the best component gets fatigued. Good to know that YASKAWA can offer reliable and quick repair, even after product cancellation, without the need to extensively convert or completely re-plan the entire system for new products.

On site Repair

For certain products YASKAWA also offers a repair or a product exchange on site. The focus is not only on correcting the fault, but also to actively search for possible error causes to avoid future downtime.

- Quick replacement
- Additional error search
- Cost-optimized help



Products from YASKAWA are well known for their reliability. But even with the highest quality, sometimes something goes wrong. In these moments, the repair team will be on hand, with expertise on all YASKAWA products. Either directly at your premises or in our european repair center.



Factory repair

eco - the repair

You send your defective products directly to YASKAWA. In our workshop we localize the fault and eliminate it. We then inspect and clean the product before sending it back to you „like new“. All this within 10 working days at a reasonable price.

eco plus - for urgent situations

Sometimes there is just not as much time. Our repair team carries out the same steps with just as great care as with the eco-repair, but with higher priority. You will get your product repaired, tested and cleaned in 5 working days.

premium - for emergency situations

For emergencies situations, we can offer our customers tested replacement products. Within 24 hours you will receive a fully functional product, which is immediately ready for use. This way, downtime and the production loss remains minimal. And should no replacement product be available, we will repair your original product within 24 hours.

Original spare parts
for best quality





Use original spare parts and consumables supplies from YASKAWA. This increases reliability and maximizes the potential of your machines and plants.

Only the original

In order to maximize the running time of your machines and plants, YASKAWA always has a wide selection of ready-to-use components and complete products on stock. This allows us to provide you with the components and products you need as soon as possible.

You exclusively get original spare parts and accessories. The well-known YASKAWA product quality and reliability ensure safe and optimal operation of your machine or plant.

Product replacement

Especially for older products, YASKAWA offers factory-refurbished products delivered in exchange. This ensures that original replacement products are available for many years, even after discontinuation.

24/7 Support

For registered customers, we deliver the spare part required within 24 hours, 7 days a week.

- Lower costs
- Reliable operation
- Full warranty on spare parts

Modernization

By using high-quality YASKAWA products, we can help you to exploit the potential of your existing machines and plants by modernization and retrofit. Older, still functioning systems do not always have to be completely replaced in order to remain competitive or to be more environmentally friendly.

Business success often depends on the reliability and efficiency of your machines and plants, but a plant will not always remain up-to-date. Sooner or later, it must be modernized or replaced, otherwise there will be a risk of breakdowns and business losses.

Our employees have the necessary experience to advise and support you individually when it comes to modernization or retrofit. With a focus on your individual requirements.

- Improved efficiency of existing plants
- Increased operational safety
- Lower costs and increased environmental sustainability



Industrie 4.0

Human machine interfaces. Interconnectedness by App. Remote maintenance by Teleservice. Service and Industrie 4.0 go hand in hand at YASKAWA.

In contact with the YASKAWA Apps

- **YASKAWA Manual App**

You can access all relevant manuals, quickstart guides and other technical information easily via smartphone or tablet. Have access to the information exactly when and where you need it.

- **DriveWizard Mobile App**

Fastest setup, monitoring and problem solving with the DriveWizard Mobile app. And if something bad really should happen: Easier reset and transfer of your settings and uncomplicated communication with the service personnel.

Teleservice

For many years now, YASKAWA has been providing Teleservice solutions for VIPA controllers. In the near future, this service will also be available for frequency converters and servo products.

YASKAWA Drive Cloud for GA700

Free registration of your YASKAWA product. Access to current product information. Save the settings and parameters of your drive in the YASKAWA Cloud to always have access to your data. Easily reset the data.



YASKAWA ACADEMY

YASKAWA products are successfully used in various applications and environments. Thanks to simple setup and operation, YASKAWA products are quickly deployed and offer reliable results.

In our training courses, you will get to know the details of the complete production cycle, including maintenance, which will further optimize the performance, make the operation even safer or make the setup even easier. Get to know the full potential of your machine or plant.

Learning from the Experts

With YASKAWA trainings you get first-hand knowledge. We have known our products since the very first idea - and you will benefit from this as a training participant.

We offer different types of trainings on a variety of topics. Adapted to your individual requirements and prerequisites.

Key figures:

16 Full-time instructors
33 Part-time instructors

Extensive training curriculum, over 250 different module courses

27 classrooms at 19 locations in the EMEA region

1,700 m² training area, in Eschborn alone



Regular training courses are held at numerous european locations. Standardized, or with content specifically tailored to your individual requirements.



YASKAWA Europe GmbH

Drives & Motion Division
Hauptstr. 185
65760 Eschborn
Germany

+49 6196 569-500
support@yaskawa.eu.com
www.yaskawa.eu.com

Specifications are subject to change without notice
for ongoing product modifications and improvements.
© YASKAWA Europe GmbH. All Rights reserved.

YASKAWA