

Quality, Performance, and Compatibility

TO ACHIEVE A MORE EFFICIENT AND SUSTAINABLE FUTURE



QUALITY, PERFORMANCE, AND COMPATIBILITY, FOR SUSTAINABLE MANUFACTURING

NOW IS THE TIME

Our world is ever evolving. Innovations, artificial intelligence, and digitalization have infiltrated most homes, businesses, governments, and organizations and have had major effects on how our world operates.

All while expectations to operate more sustainably have skyrocketed. Whether driven by cost-saving measures or the desire to minimize environmental impact, businesses are exploring practical strategies to meet financial, environmental, and social responsibilities.

Choosing a partner to help guide you through these transitions can be intimidating. Trusting a company to uphold your businesses' core values isn't always simple. Mitsubishi Electric Automation, Inc. makes it easy.

OVER A CENTURY OF INNOVATIONS

Mitsubishi Electric is proud to have celebrated its 100th anniversary in February of 2021. The Factory Automation sector of the business has been a substantial part of its greater success for almost as long. Over a century of innovations and success can be associated with our organization's Japanese roots.

Our culture of Kaizen drives our current and future operations. Kaizen is a Japanese term referring to "an approach to creating continuous improvement based on the idea that small, ongoing positive changes can reap significant improvement." We understand that even our greatest innovations and practices can always be improved, and we look to our team of engineers as well as our loyal customers for ways in which we can improve.

OUR PROVABLE PROMISES

There are 3 provable promises upon which we operate.

QUALITY PERFORMANCE COMPATIBILITY

Our quality, performance, and compatibility is helping our customers improve production and achieve a more sustainable society. We don't have to tell our customers how good our products are. They tell us. The confidence in our promises comes from the fact that we're a large global company and a single-source provider of game-changing technologies. We design and manufacture every core automation technology to continuously set new standards for quality, performance, and compatibility.

These promises are woven into the entire business – from products, services, and technology to our production environment, customer care, and shipping.



“Every time we hit a roadblock or snag, [Mitsubishi Electric is] always very responsive. They’re always more than willing to get on the phone with us and work things through so that we can put out the highest quality product possible.”

— PRODUCT MANAGER
HUNTER FAN

QUALITY YOU CAN RELY ON

OUR QUALITY PROMISE ensures that the products you use do not fail prematurely and have a longer lifespan. This reduces the need for frequent repair and replacement, which minimizes electronic waste and lessens the environmental impact of manufacturing new components.

WE BACK UP OUR QUALITY PROMISE BY PROVIDING

1

Industry-leading warranties

2

Low meantime between failures

3

Free telephone technical support

4

Low warranty return rates

OUR STANDARD WARRANTIES are 1–3 years. Services such as our VFD start-up program and Robot Diamond Assurance program extend warranties for up to 5 years, with the ability to extend up to 7 years for active product lines.

DURING NORMAL WORK OPERATIONS, from 7AM–7PM CT, our team will be happy to support through email or phone. No service agreements required.

WHEN YOU HAVE LEGENDARY QUALITY, traditional methods and metrics are no longer effective. We use PPM (Parts Per Million) as the metric to measure our quality performance. Over the past few years, we've maintained warranty return rates of less than 100PPM across all core products, with some product groups even as low as 22PPM. That is a warranty failure rate of 0.0022%!



“When we used controls from a different company, we had lots of revisions and technicians coming into the shop. Now we don't have that. It's a real positive experience. I don't have to think about the [Mitsubishi Electric] controls at all.”

— PRESIDENT
JR MACHINE

UNDENIABLE PERFORMANCE

PERFORMANCE GOES HAND-IN-HAND WITH QUALITY yet encompasses much more including productivity and lead time. Performance matters to us because we have a sincere passion for our customers. Through innovative technologies, we help our customers produce more accurately, reducing energy consumption and material waste, all while achieving their ambitious throughput goals.

Mitsubishi Electric's lineup of automation solutions are known for their high performance and extended useful life in the field. We have had CNCs in the field for over 50 years! The performance and success of our products has much to do with our standard and added features. They are built to last, and we have measures in place to ensure their longevity and your ROI, including:

PREDICTIVE maintenance functions

PREVENTIVE maintenance services

PRODUCT TRAINING for operation and maintenance

START-UP services

Leveraging our advanced product features, we partner with customers who challenge the status quo, set ambitious goals to optimize their applications, and integrate practical uses of artificial intelligence (AI) in their controls.

Our performance promise is ingrained in our business's daily operations, too. We want to deliver for our customers and deliver it right. Your product's journey to your doorstep is transparent via our easily navigable Customer Portal, allowing customers to be self-sufficient in placing orders. Once the product is shipped, our automated packing system sends a tracking number by email. For urgent applications, we strive to ship the order *on the same day it is received*.

Our operational and product performance is essential for our customers' Overall Equipment Effectiveness (OEE.) OEE refers to the percentage of manufacturing time that can be considered productive. According to OEE.com, a 100% OEE score is attributed to:

100%

Quality/no bad components

Performance/production is as fast as possible

Availability/no downtime in production

PERFORMANCE BENEFITS FOR CUSTOMERS

Precise synchronization with robot control CPU directly on PLC rack

Integrated PLC functionality on advanced VFDs to enhance control and reduce footprint and cost

Direct access to VFDs and enhanced system efficiency with built-in PLCs and deep-integration HMIs

Alleviated reliance on specialized personnel with AI-driven data analysis and diagnosis

Ongoing performance and extended machine life with VFD and servo vibration suppression capabilities

Ease of wiring with servo single motor cable design

Time savings during start-up with the auto-tuning function in VFD and servo

Data security by back up and restore of PLCS, VFD, and servo program, parameters, and data

“The fact that we could do a large-scale, invasive controls modernization like that with very limited downtime is pretty amazing.”

— ELECTRICAL CONTROL ENGINEER
YUPO CORPORATION AMERICA

COMPATIBILITY, BUILT RIGHT IN

At Mitsubishi Electric, backward and forward COMPATIBILITY IS A FORETHOUGHT, NOT AN AFTERTHOUGHT. Compatibility matters because it is a time saver; it helps to minimize training required for integrating new technologies, extends the useful life of equipment and postpones end-of-life-disposal, and ensures a smooth transition to newer generations of products and services.

Each new generation of our products builds on the familiar foundation of the last while adding new features and technologies. If you are already using a Mitsubishi Electric product, our goal is for a new generation to be plug-and-play and work just like before, but better, requiring less conversion effort.

FROM GENERATION TO GENERATION, WE REMAIN COMPATIBLE BY OFFERING

SIMILAR PRODUCT FOOTPRINTS

CODE RETENTION AND PEACE OF MIND with assisted program conversions

EASIER UPGRADES with software and hardware migration tools

NETWORK COMMUNICATION with most 3rd party networks

COMPATIBILITY with 3rd party devices

SOFTWARE SOLUTIONS that can be easily updated to new generations as new versions are released

We offer a complete line of automation solutions with standard compatibility so that a total solution is possible. Our support staff is available at our customers' discretion to ensure the team is comfortable with the components. It's one of the many ways we ensure our solutions are compatible with your current operations for optimal performance.

Mitsubishi Electric products are compatible with many 3rd party devices and components. Our e-F@ctory Alliance program is built on a collaborative environment between an extensive group of technology partners, solution experts, and our customers. This tight integration from the best-in-class products combined with expertise from a number of backgrounds, disciplines, and solutions successfully transform your businesses and manufacturing processes.



AS AN ORGANIZATION, WE STRIVE TO ENSURE WE GET IT RIGHT EVERY TIME. Everything we innovate, produce, and deliver is driven by our quality, performance, and compatibility to improve customers' OEE and ROI, and to manufacture more sustainably. Our team is here to innovate with you. At any step in your operations, we can provide support – from the early stages of planning to optimizing current operations.

Let Mitsubishi Electric Automation be your guide to a more sustainable and efficient future.

Let's innovate together, contact us today.

Automating the World

For a Sustainable Future.

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Mitsubishi Electric's e-F@ctory concept utilizes both FA and IT technologies, through collaboration with e-F@ctory Alliance Partners, to reduce the total cost of development, production, and maintenance, with the aim of achieving manufacturing that is a "step ahead of the times".