



for a greener tomorrow

TECHNICAL SERVICE AND SUPPORT

Service Overview

We strive to exceed your expectations by providing easy-to-use, energy-saving, reliable products that are built for the long run. And we back our products with exceptional support.

WE DELIVER UPTIME Our engineers arrive equipped with tools and replacement parts to provide system evaluation, diagnostics, and operational service solutions. Since production downtime can be your biggest cost during an unplanned failure, calling a Mitsubishi Electric Automation (MEAU) service engineer saves you time and money and gets your machine back into production faster.

Some of the on-site services we offer include:

- System enhancements and startups
- Control lockup resolution
- Hard drive replacements
- Motor testing
- Drive replacements
- Training
- PLG tuning and replacement

CloudCNC®

Backing up machines in advance of catastrophic, unplanned or planned downtime gives our customers the opportunity to readily and more efficiently get back up and going. CloudCNC is a service that offers you a complete backup of your machine's data, available to you from our servers, 24/7. While on-site, our service engineers can perform a CloudCNC backup for a nominal fee.



Technical Service and Support – Service Overview

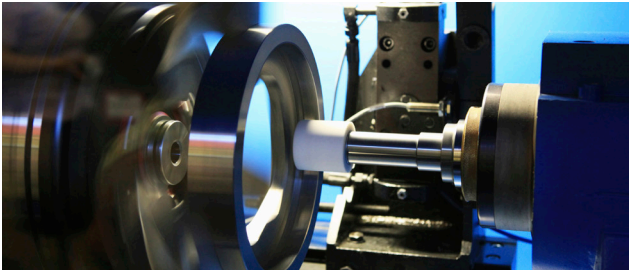
PREVENTIVE MAINTENANCE

With proper service and maintenance from Mitsubishi Electric experts, you can avoid premature failure and costly, unplanned downtime. We scan for potential causes of future failures and confirm all voltages are within specified tolerances. We inspect all batteries, verify safety circuits, and report on current feedback to determine possible mechanical issues. We can add this service to our on-site visit or plan a scheduled maintenance call at a time that makes sense for your production schedule.

TELEPHONE SUPPORT

When you need technical support, you can be confident that our service experts will provide the help you need. Fully staffed with experienced engineers who are knowledgeable in every aspect of your equipment, our technical support staff can provide troubleshooting, operation advice, and parts recommendations.

MACHINE TUNING



MEAU's Machine Tuning service can reduce motion disturbance – like mechanical and electronic resonance – and improve cycle times. We accomplish this by fine-tuning the motor to the ideal speed that reduces vibration, shock and provides optimum machining tolerance. In turn, the faster the axes can respond to speed changes in the part program, the shorter your overall cycle time can become.

SPINDLE UPGRADE

An upgrade to current digital technology means parts will be more readily available for years to come, ultimately maximizing your system's uptime. In today's competitive marketplace, you need to be able to maximize productivity and simultaneously minimize costs. Whether you have analog or digital systems, a Mitsubishi Electric spindle amplifier retrofit can be a good solution to both of these needs.

KNOWLEDGE BASE

We've collected all technical and product information in one location to provide a comprehensive collection of documents to facilitate support of MEAU. Here you'll find videos, manuals, specifications and guides for installing, configuring and troubleshooting your MEAU products.

SPARE PARTS



We stock the largest selection of spare parts for Mitsubishi Electric machine tool controls. Our primary service centers in the United States, Canada and Mexico have more than \$10MM in combined inventory of parts for generations of Mitsubishi Electric controls and equipment, strategically stocked with a focus on reducing downtime due to issues like customs delays. If you're not sure what part you need, you can utilize our online parts catalog. This easy-to-use guide shows pictures and product details to help you locate the correct part. You may also qualify for an additional credit by returning your damaged core-eligible unit to Mitsubishi Electric.

CORE CREDIT PROGRAM

This program can help you find cost-effective options for minimizing downtime in critical situations. You can purchase a refurbished or rebuilt spare part from our extensive inventory at a substantial savings over list price. All refurbished parts are fully tested by our qualified repair technicians to ensure they meet original factory specifications. Refurbished parts are backed by a one year warranty.

Contact us today for all your Mitsubishi Electric service needs.

UNITED STATES • 847.478.2500 x2 • service@meau.com
MEXICO • +52.55.3067.7575 • servicio@meau.com.mx
CANADA • 905.754.3805 • canadasupport@meau.com

MITSUBISHI ELECTRIC AUTOMATION, INC.

500 Corporate Woods Parkway, Vernon Hills, IL 60061
Ph 847.478.2500 • Fx 847.478.2650

us.MitsubishiElectric.com/fa/en/support

January, 2016 • ©2016, Mitsubishi Electric Automation, Inc. •
Specifications subject to change without notice. • All rights reserved