



The best partner at your production site in the USA

Mitsubishi Electric provides full support of your global business.







We support Japanese manufactures in the USA with our dependable service programs.

Service Network

We support your production sites by our service network in the USA.

■ Sales and Support Bases in the USA

Sales Office / FA Center (Chicago)



MITSUBISHI ELECTRIC AUTOMATION, INC.

500 Corporate Woods Parkway, Vernon Hills, IL 60061, U.S.A

•TEL 1-847-478-2100(Main)

•FAX 1-847-478-2253

•Language Japanese/English/Spanish

•HP https://us.mitsubishielectric.com/fa/en
•Products PLC, HMI, SV, INV, RB, LVS, MC, CNC

•Service Area Americas except Brazil



FA Center: 1(Chicago)

Sales Office: 9 (Chicago, Ohio(2), Michigan, Georgia,

California(2), Texas, Ontario(Canada)

Service Area: 25

Distributors: 28, 47 bases

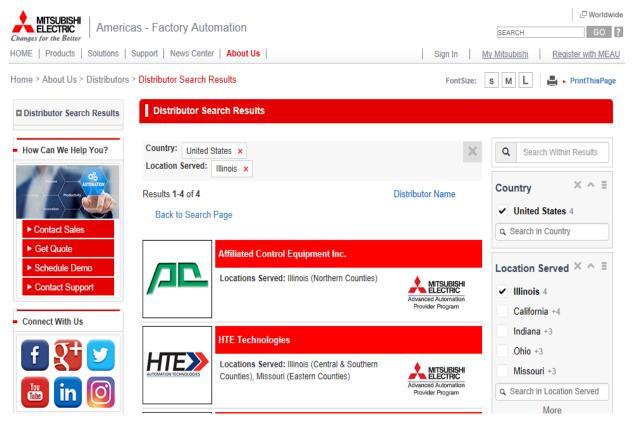




Service Network

Distributors in the USA for FA

You can search for our authorized distributor depending on location & models on MITSUBISHI ELECTRIC AUTOMATION.INC's website.







CALL CENTER

Customers can directly consult with our engineers in English.

We respond to your FA CNC questions in the call center. Please feel free to contact us for local staffs.



■ Language English

Time Mon-Fri 8:00 AM-6:00 PM (CST)

■ TEL +1-800-950-7781

■ Products FA ProductsPLC•HMI•Inverter•Servo•Robot•LVS)
CNC



















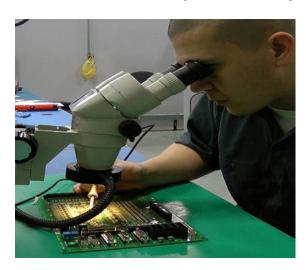


Reliable Repair Service System

We offer quick repair service of FA • CNC products in the USA.

We repair more than 7,500 units annually.

We enhance our repair service system to provide speedy service in the USA.







[North-America FA Center]

■ FA•CNC products available for after-sales service

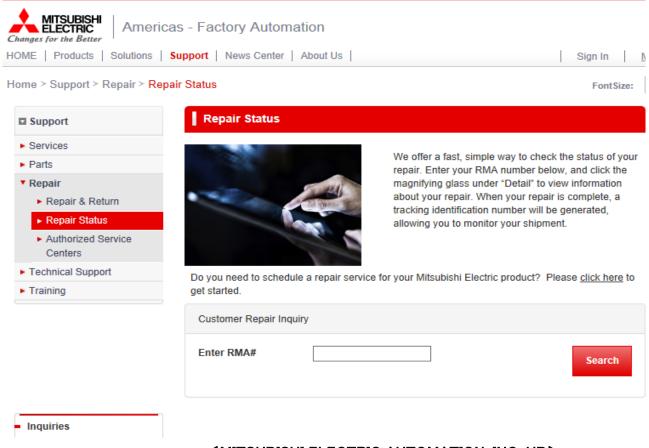
PLC, HMI, Servo (Amplifier/Motor), Inverter, Robot, Power Distribution Control Products (Breaker/Electromagnetic Switches), CNC, etc.





Reliable Repair Service System

Customers can check repair status on website.



<MITSUBISHI ELECTRIC AUTOMATION. INC. HP>
https://us.mitsubishielectric.com/fa/en/support/repair/repair-status





Emergency shipment service

Even if Non-business hours and weekends, we will ship the FA CNC products urgently. (Weekday: Mid-west area PM 6:00-)

<emergency telephone number > FA: +1-888-701-7999

CNC: +1-847-478-2504



Americas - Factory Automation

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Solutions

Support | News Center | About Us

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Mv N

Home > Support > Technical Support > Telephone Support > Industrial Automation

FontSize:



- □ Telephone Support
- CNC Systems
- ► Industrial Automation
- Industrial Sewing Equipment
- Robots

Industrial Automation



Local Support:

For Industrial Automation technical support inside North or South America, please call toll free 1-800-950-7781 hours of operation are from 8AM to 6PM CST Monday through Friday (except US holidays). Note: Technical assistance only, we are not involved with pricing or stock checks.

Emergency After Hours Parts Shipment:

Call toll free 1-888-701-7999 after 6:00 PM Central Time (CST) and weekends. Note: (P.O. required. Fulfillment fee applies.)

<MITSUBISHI ELECTRIC AUTOMATION. INC. ホームページ>

https://us.mitsubishielectric.com/fa/en/support/technical-support/telephone-support/industrial-automation





Local Staff Training

We assist to improve technical skills of your local staff and engineers.

1. Training Classes

We hold training in USA. A variety of actual products is used to implement training sessions from basic operations to advanced programming in English.

Customers can reserve training class through our website.









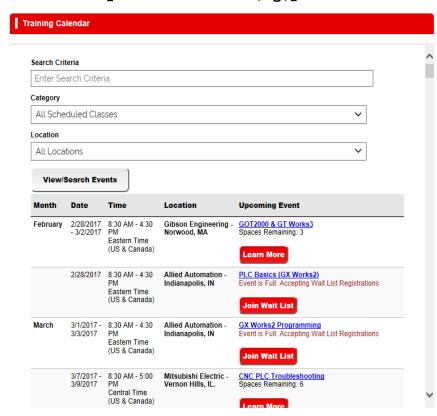


Local Staff Training

[Training Class(e.g.)]

Product Class Period PLC iQ-R PLC 4 days Q PLC 1-3 days HMI GOT 1-3 days 1-5 days Inverter Inverter **Positioning** Positioning 1-2 days Motion Motion 4 days Simple motion(J3/J4) 1 day Robot Robot 1-3 days CNC NC 1-3 days

[Reservation screen(e.g.)]



<MITSUBISHI ELECTRIC AUTOMATION. INC. HP>

https://us.mitsubishielectric.com/fa/en/Support/Training/Calendars/Training%20Calendar



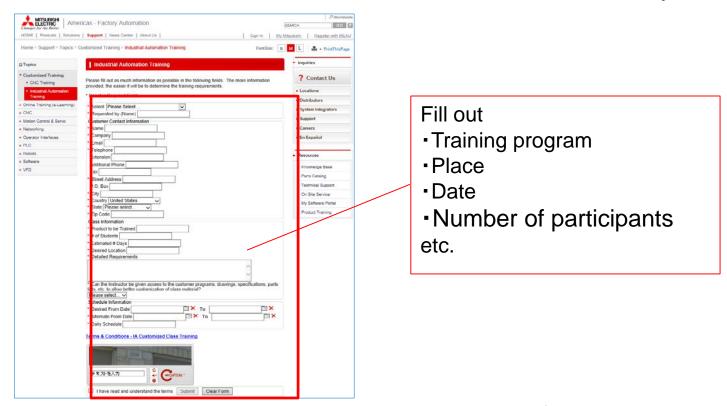


Local Staff Training

2. Customized training

We offer customized training and on-site tutoring upon request.

After filling out your requested training program, place, date and the number of participants on the registration form in the website, MITSUBISHI ELECTRIC AUTOMATION. INC. will contact you.



<MITSUBISHI ELECTRIC AUTOMATION. INC. ホームページ>

https://us.mitsubishielectric.com/fa/en/support/training/topics/customized-training/industrial-automation-training





FA Support & Service

Technical Help Desk also available in Japanese

Customers can freely consult with Mitsubishi Electric FA Centers about technical matters in English and in Japanese.

Please feel free to contact us.

Service Contents in FA Center

Technical Support(English/Japanese)
 Local Staff Training

Field Survey

Repair

Show room

Your Contacts

MITSUBISHI ELECTRIC AUTOMATION. INC.

[FA Center]

<Drive products>

Kimura (Phone: 847-478-2334)

<Controllers>

Takeshita (Phone: 847-478-2469) (Email: **MEAU-FACenter@meau.com**)

<English>

+1-800-950-7781 Weekdays 8:00AM-6:00PM(CST)













CNC Support & Service

CNC Professional Support & Service

Service specialists provide support & service for CNC products installed in processing machine tools.

Before sales support (before installation)

- Technical consultation
- Training School
- Adjust the optimize product
- Improve processing precision

After sales support (after installation)

- •On-site service, Maintenance parts sales, Repair, Additional option
- Technical support service phone/email (After-hours Tech support)
- Extended maintenance contract / preventive maintenance
- Retrofit /Replacement

Online Service

- Cloud CNC®, CloudRobot™ Data Back Up
- •Online Parts Catalog

Your Contacts

MITSUBISHI ELECTRIC AUTOMATION, INC. Technical Service and Support Department

•Chicago Head Office (English) TEL:+1-847-478-2500 E-mail:service@meau.com

•Chicago Head Office (Japanese) TEL:+1-847-478-2243 E-mail:TID@meau.com







CNC Support & Service

NC / Machine tool spindles / Servo Tuning

According to requests, we maintenance

- Precision improvement
- Cycle time reduction
- Vibration during machining, Removing noise



Running the **SMARTEST**Machines in the World

Retrofit / Replacement

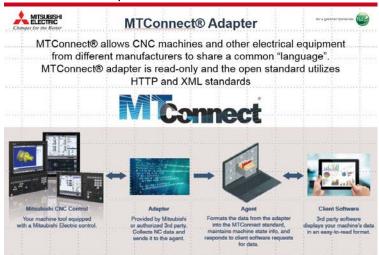
Renewal case (Servo Amplifier)





■MTConnect® Adapter

In CNC data collection ahead of the IoT era, please try to use our MTConnect®Adapter.



■ CloudCNC® & CloudRobotTM Data backup

In preparation for your emergency situation, we keep all backup data necessary for recovery in our server.

You can download data from web page 24 hours a day 365 days.



For CNC Support & Service details, please refer to the URL link below. https://us.mitsubishielectric.com/fa/en/support





Overseas Tech Support Tools

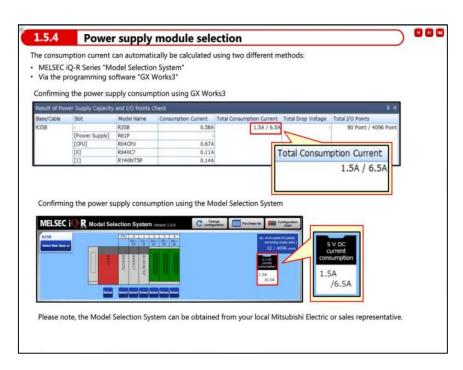
■e-Leaning

e-Learning allows you to study with self-paced, interactive, and engaging online training available anytime, anywhere. (English)

We clearly explain programing with videos and charts.

Make the best use of this material for skills training of your local staff members.

Language	course		
	Beginning Series		9 course s
		PLC	23 course s
		HM I	1 course s
Eng lish	Basic • Advanced	Inverter	6 course s
		Servo	8 courses
		Robot	2 courses
		Power Distribution Control Products	2 courses



■ Satellite Training Series

We arrange Satellite Training Series that you can learn the FA products basics of electricity, wiring, and PLC with watching DVD instruction. It will help you to improve skill of local staff members.

[Available Languages] Japanese / English / Chinese / Thai / Vietnamese / Indonesian

[Bundled items]

<Part1> Electricity, Wiring, PLC Basic DVD Training/Training Kit/Textbook(each language)/GX Works2

<Part2> Inverter Basic DVD Training/ Textbook(each language)









Overseas Tech Support Tools

■ FA term dictionary

The FA term dictionary contains over 4,000 practical terms that will help you to communicate with

local staff members at design sites and production sites in Japanese and English.

Please utilize it during business trips to overseas and overseas assignment.

[Available Languages]

Japanese/English/Chinese (Simplified Chinese/Traditional

Chinese)/Korean/Thai/Indonesian/Vietnamese/Spanish

(Castellano/Latin America Spanish)/Portuguese (European Portuguese/

Brazilian Portuguese)/German/Italian/French/Russian/Polish/Czech/Slovak/Hungarian/Turkish

FA glossary

Over 750 technical words which are frequently used at design sites of manufacturers are contained in this FA glossary. It will help you to improve skill of local staff members in Japanese and English.

FA field glossary

The FA field glossary includes about 250 terms frequently used at production sites. (between Japanese and English) Please make use of it in preparation for overseas business trip and overseas assignment.

Collection of phrases used at FA sites

We provide a collection of phrases frequently used at FA sites in each situation (design, production, and maintenance etc.) These are expected to help communication with local staff members in English.

【FA現場フレーズ集】



The sentences and words compiled in this collection should be used as reference. Please be careful when actually putting them to use.

FA現場フレーズ集 (英語)

Collection of Phrases Used at FA Sites (English)



編版 Soene	ahongo 日本語 Japanese	#po 英語 English	
保守權 Maintenance	arosaa eo rhoushi ga warui you desa センサーの漢子が悪いようです。	It seems that the sensor is not working properly.	
	ataveekii jiga o doseyvo ahlesena 新しい治具を導入します。	A new jig will be installed.	
	abusei o esukyuu ol okonatte kudanal 修理を早急に行って下さい。	Please repair immediately.	
	ishi jikan inal si sai kadoo sasete kudassi 1時間以内に再稼動させて下さい。	Please resume operation within an hour.	
検査権 investigation	hisshitm obekku no houlou o setzumei shimasu 品質チェックの方法を説明します。	I will explain the quality control procedure.	
	telki bensa ne houhou ga markigatte imaan 定期接査の方法が関連っています。	The method used for periodic investigations is not correct.	
	hinshitm obekku ga moreta imanu 品質チェックが漏れています。	Quality checks have been omitted.	
	necessus chekku shite kudasai 全数チェックして下さい。	Please check all of them.	





Machine makers

We can introduce local machine makers, panel builders, and engineering companies in the USA, according to requests, who can meet your needs.

■ Local machine makers. Panel builders

With our network, we can introduce you to local machine makers, panel builders, engineering companies, and system integrators.

When starting a new business or expanding local business, please feel free to contact us.



■Your Contacts

<USA>

MITSUBISHI ELECTRIC AUTOMATION. INC.

Nobuyoshi Kimura TEL:+1-847-478-2334 E-mail: MEAU-FACenter@meau.com

<Japan>

Mitsubishi Electric Corporation Industrial Products Marketing Division

Asian Business Development Department

TEL:81-(0)3-3218-6284(Office)

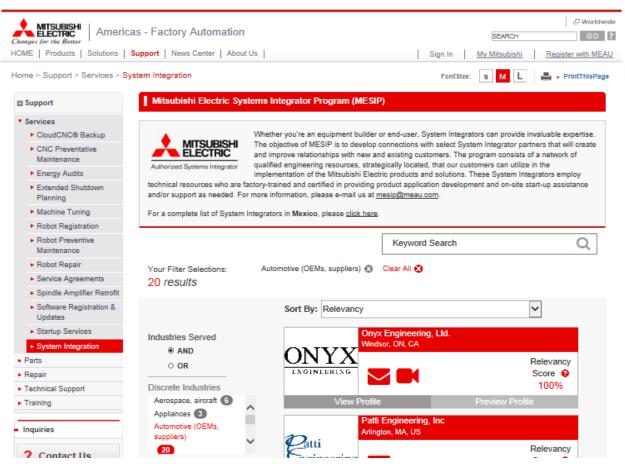




Machine makers

■Web Search

Customers can search the best system integrator according to the requested location and business type on MITSUBISHI ELECTRIC AUTOMATION. INC. website.



<MITSUBISHI ELECTRIC AUTOMATION. INC. HP>

https://us.mitsubishielectric.com/fa/en/support/services/system-integration





Productivity improvement

We offer productivity improvement ideas by visualizing the production site.

■e-F@ctory

There are various issues that need to be solved in the production site, such as "how to cope with multiproduct variable quantity production", improving operation rate through preventive maintenance", "improving quality by applying tendency management", "implementing traceability", etc.

e-F@ctory is a management improvement concept from the production site.

It supports advanced manufacturing, TCO reduction of the company and enhance corporate value by utilizing flexible manufacturing through "human, machine and IT coordination" and the production site to reduce total cost through the entire supply chain and engineering chain.

<Benefits by introducing e-F@ctory>

Adaptation to changes of demand Improvement of occupancy rate

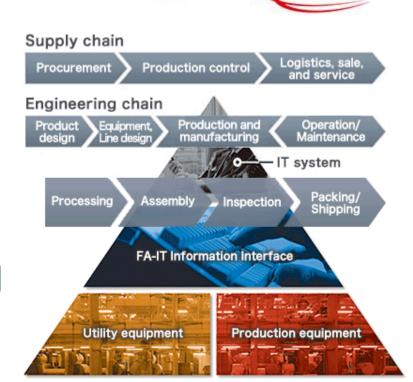
Reduction of downtime Quality improvement

Productivity improvement

Reduction of lead time

Cost reduction

Energy saving







02 Extensive Support of your Business

A wide range of solution

Providing total solution as an integrated FA manufacturer.

■Mitsubishi - FA products

Controllers (PLC/HMI), Drive Controllers (Inverters/Servos), Robots, Power Distribution Controllers (Breaker, Electromagnetic Switches), CNC etc



Sensor Solution

There are many kinds of sensors that have a lot of functions.

Do you spend too much time and costs for controlling sensor setup, starting up and maintaining system?

By cooperation with each manufacturer partner, we easily provide to start up and maintain system with One Tool.

We offer "iQ Sensor Solution", reducing your Total Cost of Ownership by combination Sensor PLC HMI Engineering environment.







Sensor Solution

◆ Integration with Vision System

By cooperation with our partner "COGNEX", the world-wide leading company of Vision System, we provide vision system for productive equipment.







◆Integration with Wire-saving System

By cooperation with our partner "Anywire", the leading manufacturer of sensor network, we provid Sensor Solution (iQSS) including wire-saving system and sensor.







Robot solution

◆ Productivity improvement and total cost reduction

by automating production site robot

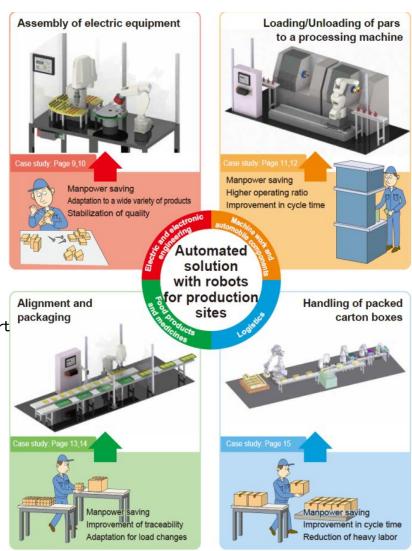
Mitsubishi Electric Corporation is a leading maker of factory automation systems, and has abundant experience in various areas including automobile parts, electronic and electric components, liquid crystal displays, semiconductors, food products, medicines, cosmetic products, potteries, education and research.

We offers the best of its kind intelligent solution with highly rigid arms which enable high-speed and high-precision operations, to support factories, to arrange optimization and to

be one step ahead of other manufactures.

◆Offer s the best system by cooperating with our partners

Based on extensive experience in system construction, Mitsubishi Electric Corporation will support the introduction of optimal automation system in each field.

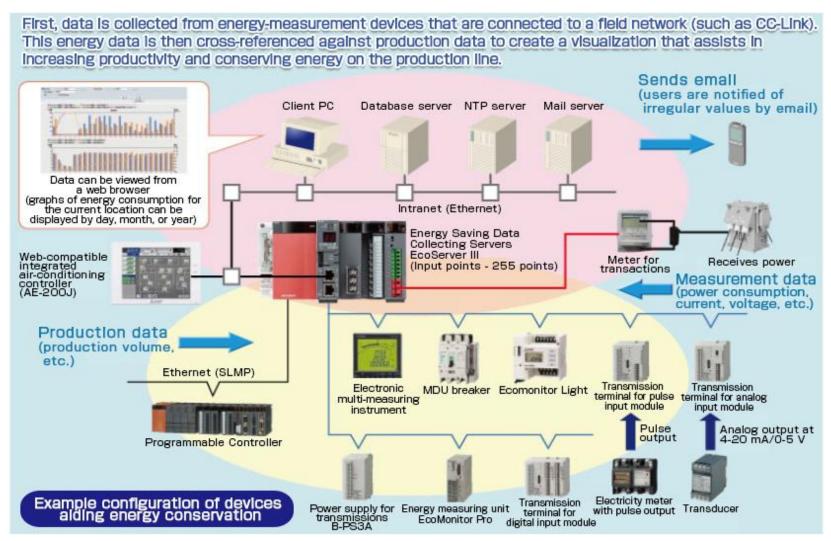






Proposal for an energy-conservation solution

This proposal is for a way of aiding energy conservation through the visual management of energy.







Other solution

♦Logging

It is necessary for logging productive data to Improve productivity and quality.

We offer variety of logging products with advanced function.

















- Other solution
- ◆ Maintenance (Preventive maintenance/Breakdown maintenance)

Trouble of machines lead to decline of capacity utilization and quality.

We offer products and systems to prevent some machines trouble in advance, and support early recovery after trouble.

Preventive maintenance



MESEC-Q Series Energy measuring module

Pilot current/alarm function





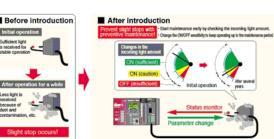
AC Servo

Machine diagnosis function



Inverter

Lifetime diagnosis function



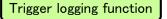
AnyWire AS Link

Parametric detection function

Breakdown maintenance



High speed data logger





GOT

Back-up/Restore function

One touch program jump function

Alarm function





Other solution

◆ Remote solution

We offer optimal remote solution by Internet, regardless of the overseas and domestic bases location.

◆Pokayoke saving wiring system

There are big problems about picking up different parts during assembling variety of parts.

We offer Pokayoke system with low cost, free placement, and easy wiring work by cooperation with our partner "Anywire".

MISLES ELECTRIC Charges for the forms 三書作業・AUモートソリューション NOTE も、どこでもリモートメンテナンス - Remote Solution -



◆Andon system

We offer Andon display which shows production results, operating status, and alarm of machines with Soft GOT.





03 Migration Support

We develop products based on the concept "evolution and succession" and provide full support of equipment upgrading.

Automation Products upgrading

Upgrading your automation products will solve your problems in factories.

- Proposal for upgrading of your FA equipment and systems
- •We suggest upgrading which enables "Safety operation", "Life cycle extension of equipment", "Preventive maintenance", "Improvement of productivity and quality" and "Traceability" of your current equipment.
- With know-how accumulated over the years, we provide support to customers in upgrading their equipment. We also offer a variety of upgrading catalogues, collections of application examples, and replacement software for each FA product.







03 Migration Support

Migrating Support Products

We offer a large selection of migrating support tools.

Products of Mitsubishi Electric System & Service Co., Ltd.



Migration Tool
Support PLC migrating from A0J2(H) to Q series.

A0J2



Migration Tool

Support migrating from MR-H□A series to MR-J3 series, and from MR-J□A series to MR-J3 series,

AC Servo

and from MR-J2S□A series to MR-J4-□A series.

Products of Mitsubishi Electric Engineering Co., Ltd.



Migration Tool

Support PLC migrating from A series to Q series.

A series



Migration Tool
Support PLC migrating from
AnS series to Q series.

AnS series

* We offer help when migrating FA equipment upon customers request. Please contact us for more details.



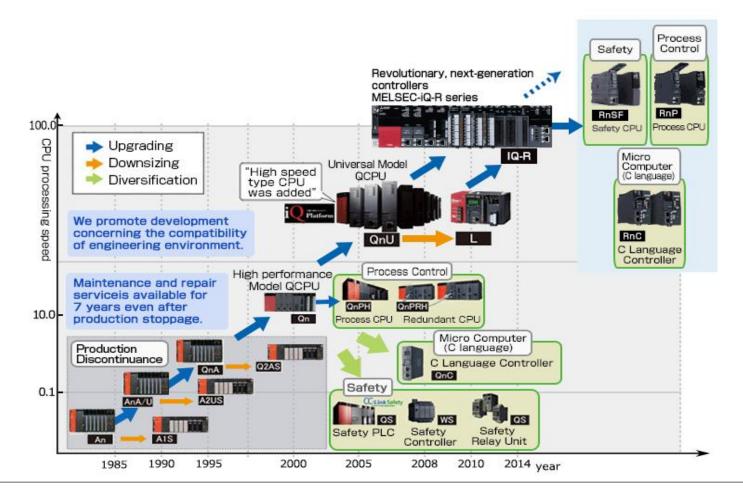


03 Migration Support

"Evolution and Succession"

We continue developing products with "Evolution and Succession" in mind.

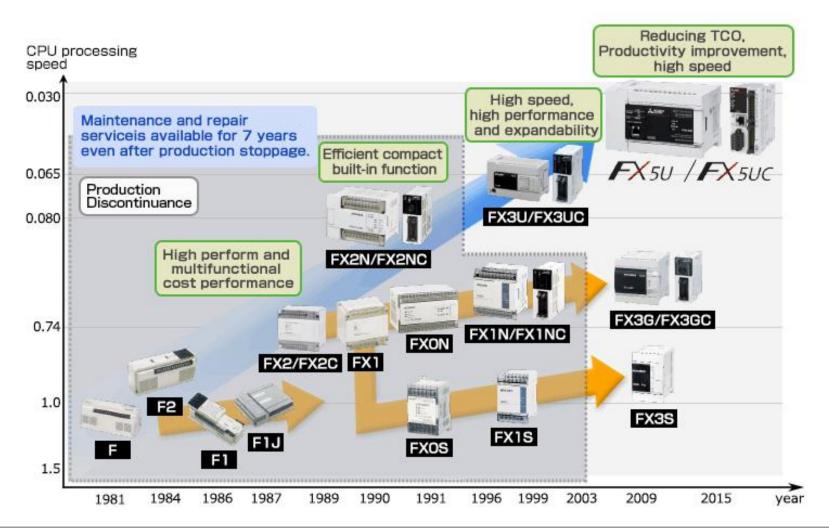
"Evolution and Succession" in Mitsubishi PLC transition.







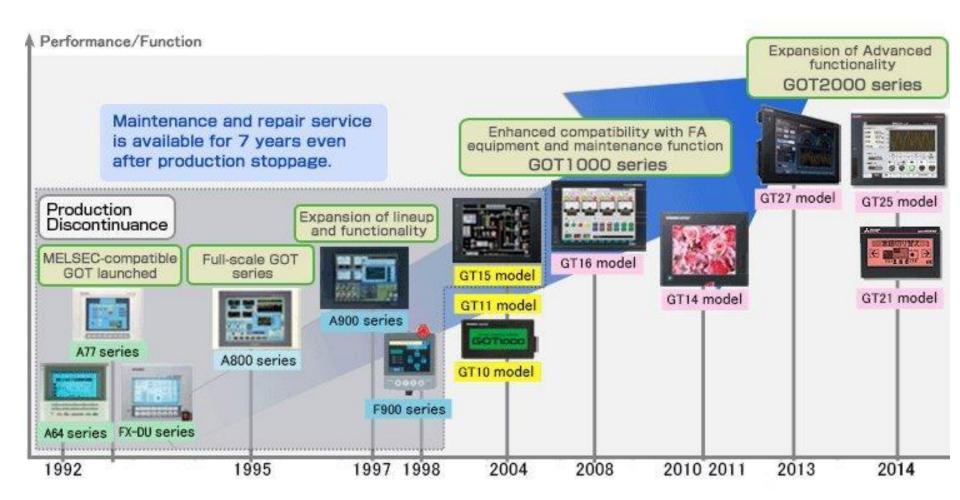
"Evolution and Succession" in Mitsubishi PLC FX series transition.







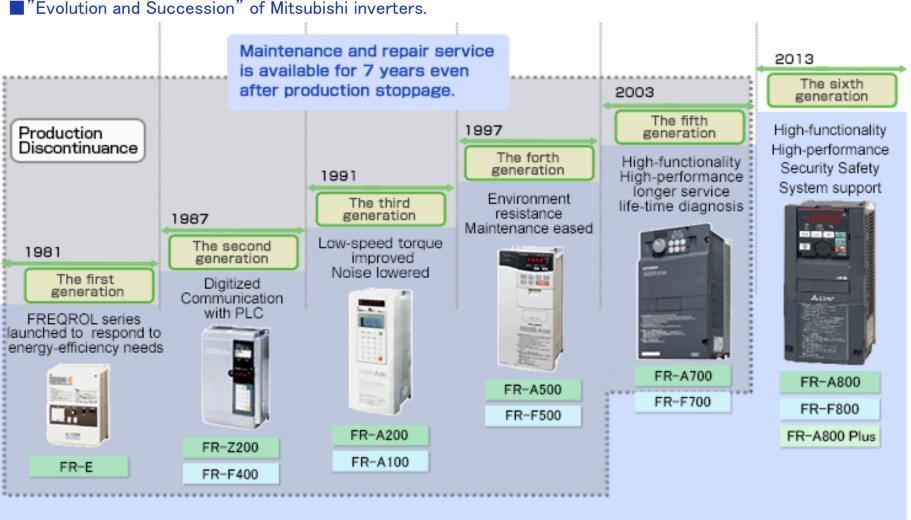
"Evolution and Succession" of Mitsubishi HMI (GOT).







"Evolution and Succession" of Mitsubishi inverters.







"Evolution and Succession" of Mitsubishi servo.

