

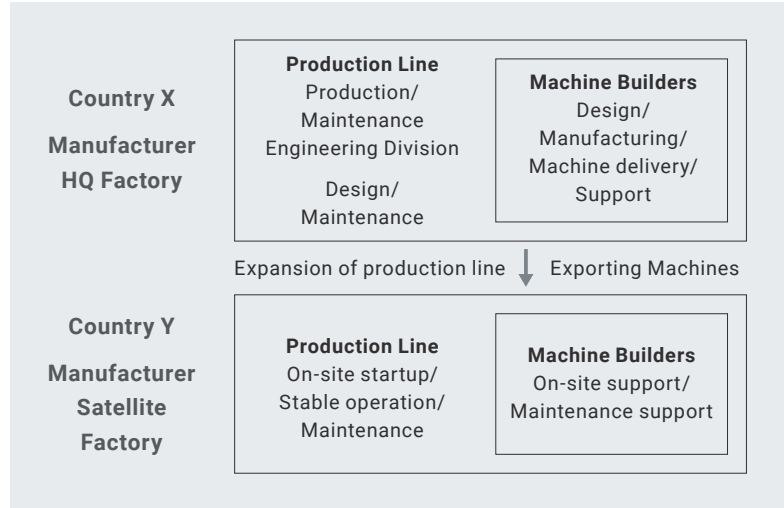
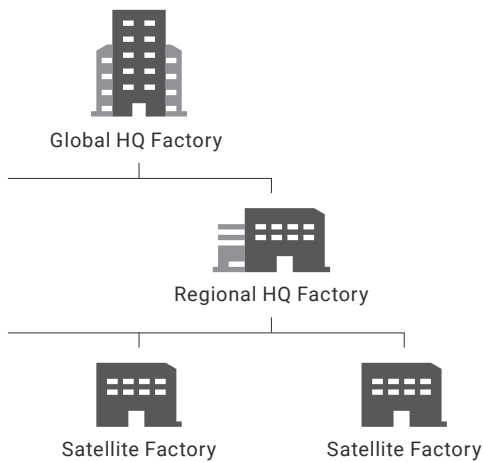
Global Support Services for the Manufacturing Industry



The Global Manufacturing Industry

In the manufacturing sector, the trend toward globalization of the production is on the rise, aiming to tap into broader and more varied markets while pursuing cost-effectiveness, optimizing supply chains through technological advancements and digitalization. To facilitate this shift, machine builders excel in delivering comprehensive support to maintain the smooth functioning of production facilities worldwide.

Global Production Structure



A production support for stable on-site operation

In order to uphold Quality, Cost, and Delivery (QCD) standards on a global scale and enhance profitability, manufacturers require production sites capable of executing plans seamlessly. Consequently, establishing a robust framework for design, start-up, and maintenance support, along with assistance from partner machine builders and equipment manufacturers, becomes indispensable.

Challenges in delivering real-time support at the production level on a global scale

End-user manufacturers and machine builders encounter various challenges when implementing global-level support. For instance, the occurrence of sudden issues during factory operations poses a risk of extended downtime and economic losses, necessitating swift response and early recovery.

Simultaneously, the growing complexity of control devices in equipment makes the knowledge and skills required for design and start-up more challenging to attain. Consequently, maintenance is gaining increasing importance for ensuring stable operation, demanding support not only from end-users and equipment manufacturers but also from the manufacturers of the control equipment utilized.

In the context of providing global support for design, start-up, and maintenance, machine builders often grapple with challenges such as travel time, communication gaps with local teams, and a lack of understanding of regional circumstances.

Travel



Language



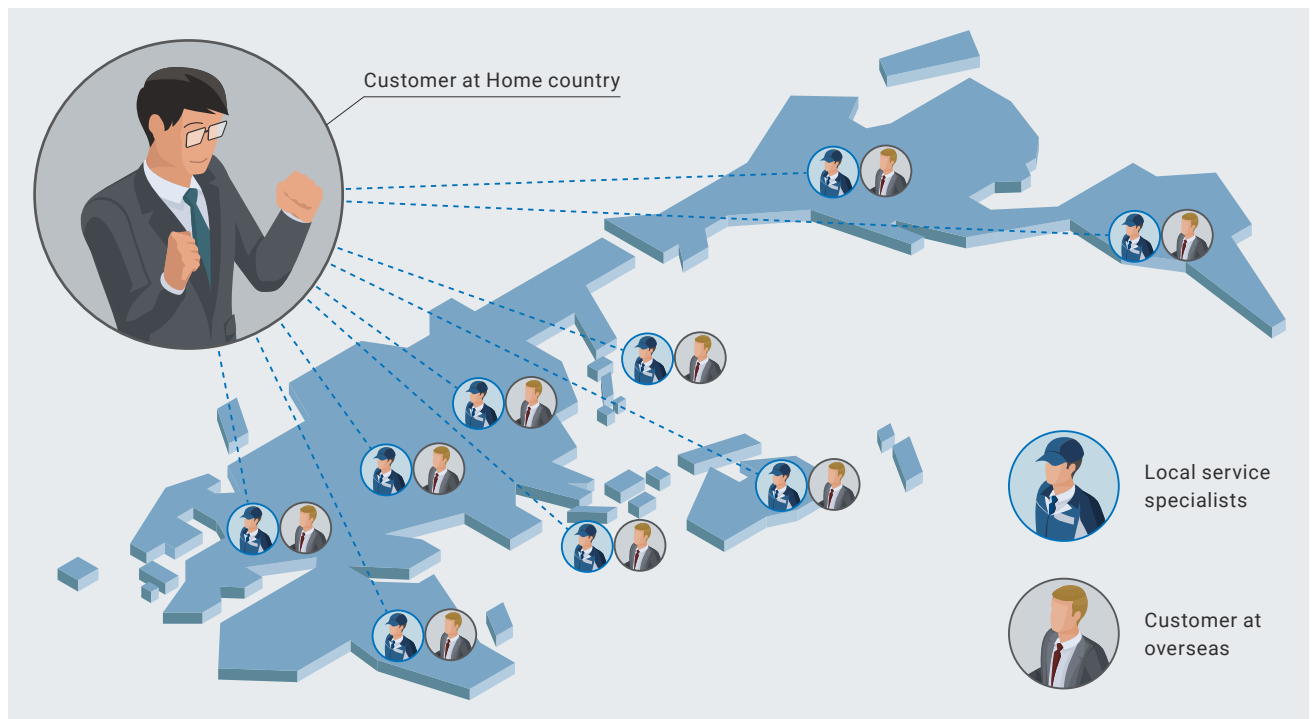
Regional Circumstance



On-site support to end users and machine builders at the global production level.

OMRON, a globally expanding control equipment manufacturer with bases all over the world, will provide essential assistance from OMRON's local support teams in each country, so that customer get support to establish and sustain a global production system.

OMRON's local service specialists collaborate with customers to address challenges related to travel, language barriers, and a lack of understanding of regional circumstances, providing comprehensive support.



We provide support in design, start-up, and maintenance to ensure the optimal functioning of manufacturing sites in the manufacturing industry.



The enhanced addition value through OMRON's support.

OMRON not only resolves customer challenges but also streamlines time and costs through optimal proposals. Our support team, well-versed in manufacturing sites, promptly delivers high-quality services.

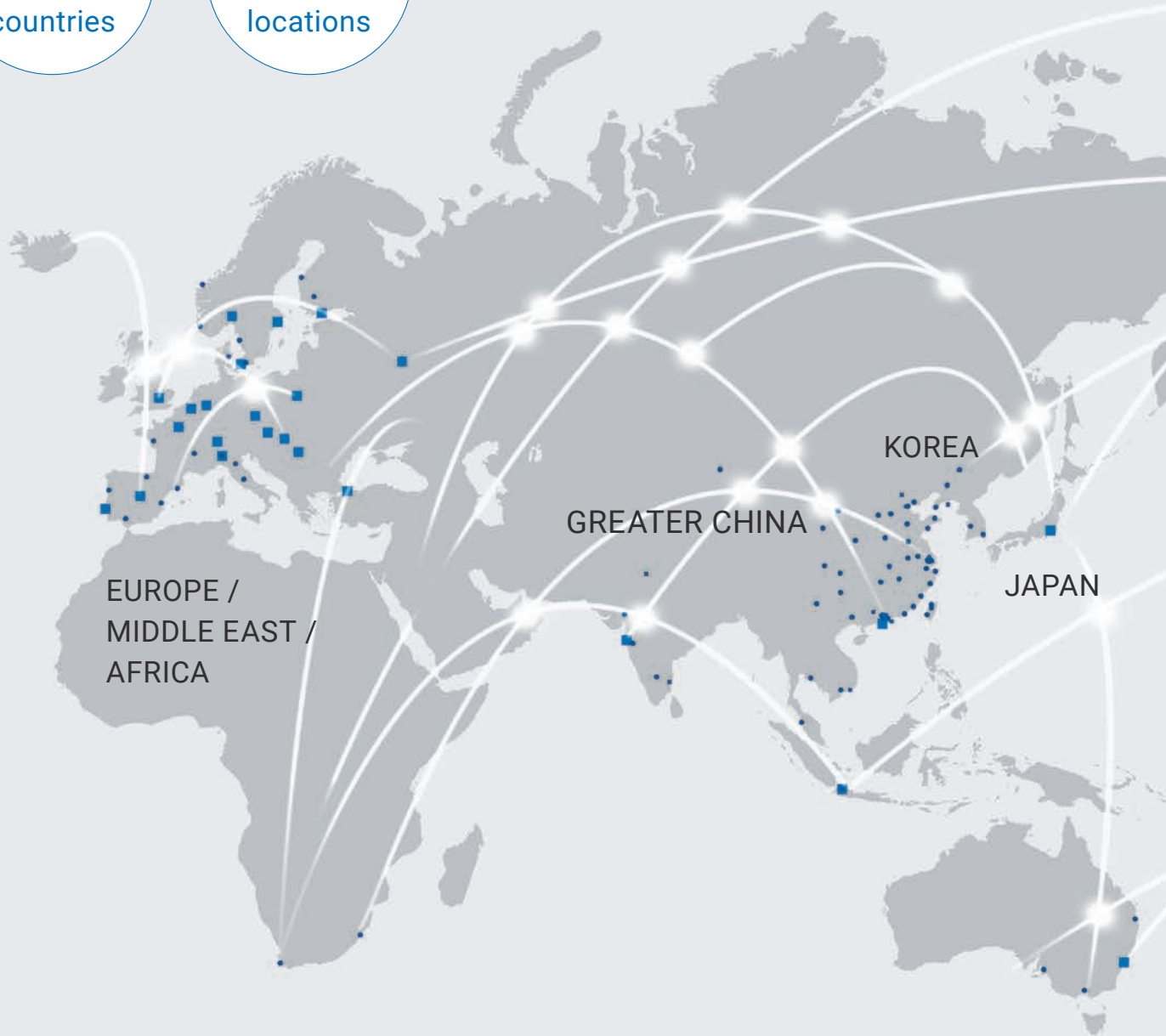


Global Service Support Network

Leveraging the technology and expertise accumulated in OMRON factories, along with insights gained from field experience, we harness the entirety of OMRON's resources and diverse product lineup to craft tailored, optimal solutions for customers worldwide, accounting for regional nuances, environmental considerations, and specific processes.

About
40
countries

About
150
locations





Cross-border Support

Covering automation design, installation, and maintenance, OMRON delivers essential services globally. Our country-specific specialists provide dedicated support, suggesting optimal solutions tailored to on-site challenges. Reach out to discover how we can support your business.



Providing support to customers at the manufacturing site level globally

For any service requests, including overseas start-up support, please reach out to your OMRON sales representative. We will connect you with the consultation desk in each country, ensuring seamless utilization of our services without concerns about language or country differences.

Consultation Desk

For additional inquiries, refer to the country-specific contact information beginning on page 12.

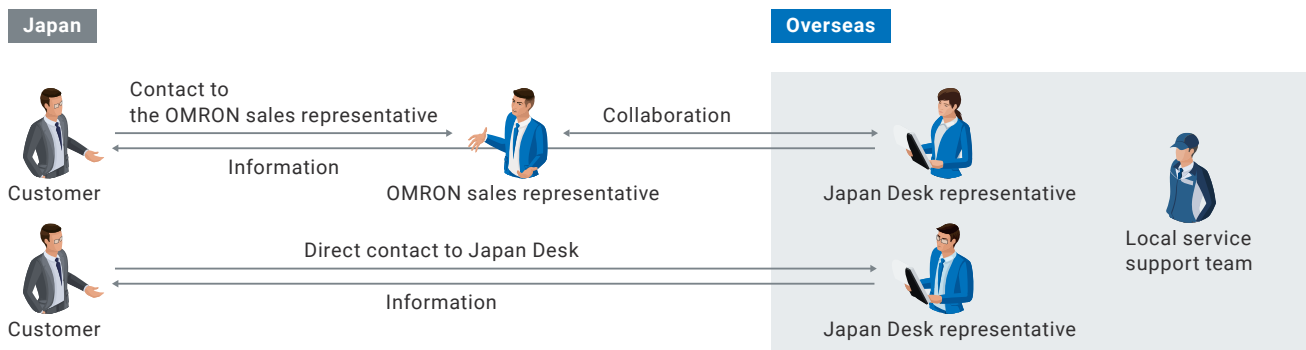


OMRON's overseas Japan Desk support team offers assistance in Japanese for Japanese customers.

Japan Desk contact information is available on the country specific contact information beginning on page 12.

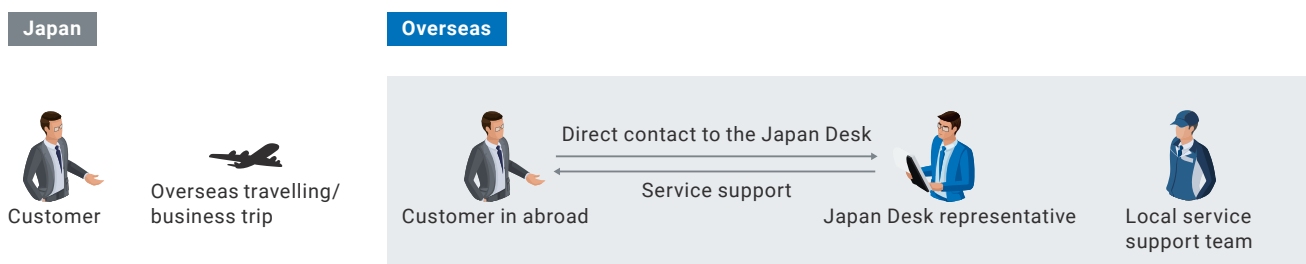
To obtain OMRON's local service support information before using OMRON's products.

A Japan Desk representative will provide you with information on local service support.



To request the technical support for start up new equipment abroad

Japan Desk personnel will arrange local technicians and provide service support.

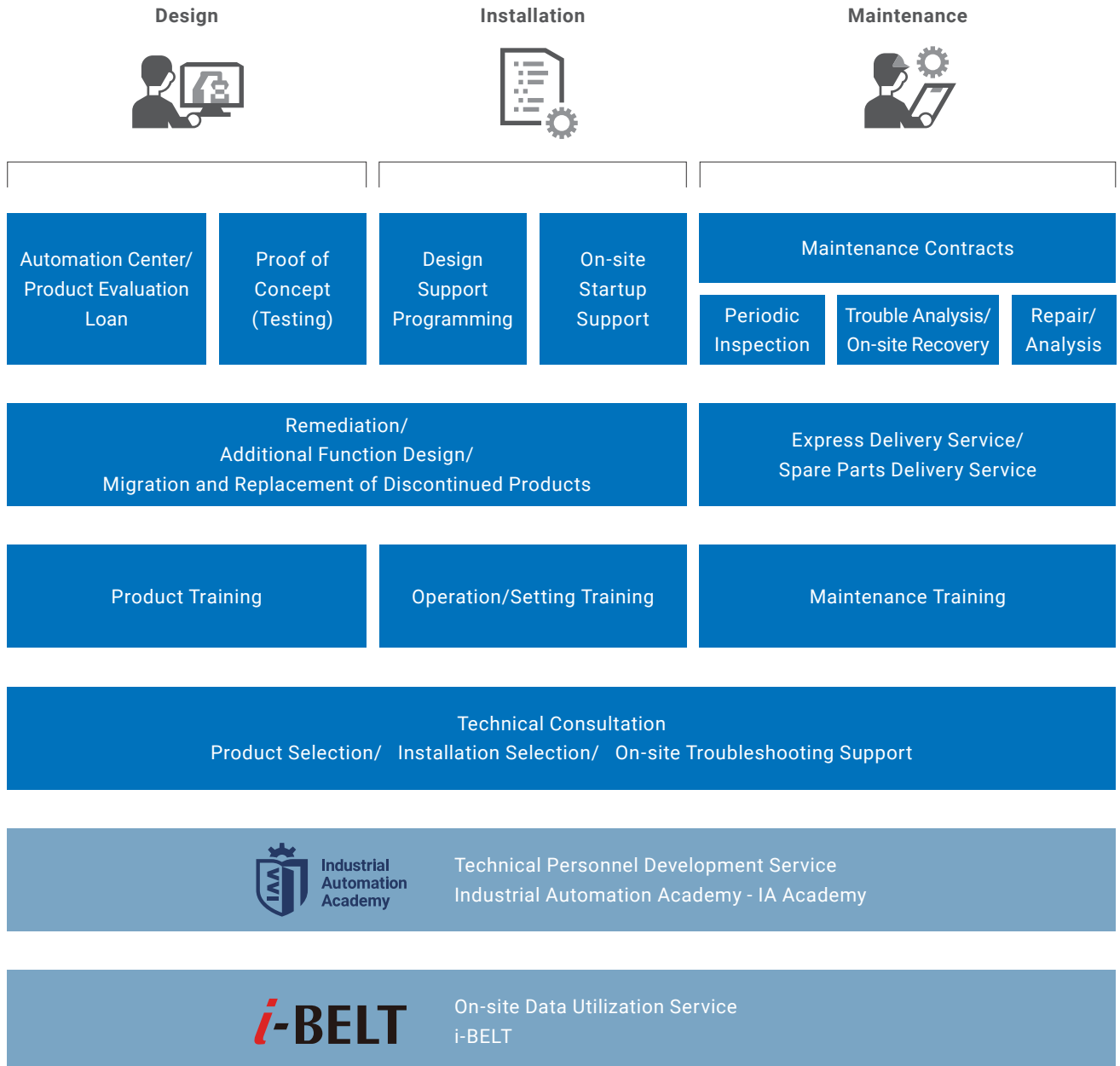


Note: Other languages are also available. For more information, please contact local OMRON sales representative.

OMRON will support customer throughout the lifecycle of the production

OMRON's team of specialists possesses profound field experience and in-depth knowledge of cutting-edge technologies in the industry. We are well-equipped to assist in overcoming on-site production challenges that customers may encounter.

OMRON Global Service Support



OMRON Global Service Support

Design



OMRON aids in translating customer concepts into customized realizations that align with your specific requirements.

Customers planning to expand their production line and seeking to optimize productivity, including the adoption of new manufacturing technologies and concepts, can rely on our support. We provide support from initial safety consultation and on-site environment diagnosis to product training and proof of concepts.

New Equipment Design Support

Safety consultation

Drawing from extensive knowledge and experience regarding machine safety, OMRON strives to help customers reduce design burdens and create globally competitive equipment.



Product Training

OMRON offers various courses focusing on helping customers to master skills related to design operations.



Product Selection Support

Product Evaluation Loan

Evaluate the functions and performance of OMRON products before purchasing.



Proof of Concept (Testing)

Using actual customer target samples and robots, OMRON determines the feasibility, measures cycle time, and provides detailed reports.



Technical Consultation-Product Selection

OMRON offers call center consultation including product selection to give an assurance to the customer before purchasing product.



Automation Center

OMRON introduces the latest control technologies and real-life applications on display using actual machines.



Equipment Optimization Support

Remediation/Additional Function Design

OMRON offers the optimal method for adding functionality to existing equipment including design and installation work.



Migration/Replacement of Discontinued Products

OMRON offers customers the option to replace their legacy products with newer model mitigation risks.



Installation



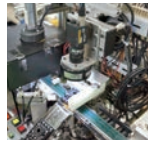
OMRON's proficient team will assist customers in achieving a seamless start-up of their production site.

To ensure the seamless realization of equipment installation/assembly, configuration/adjustment, and final startup at your production site, our specialized team is dedicated to provide comprehensive support. We deliver services encompassing adjustments, operator training, and technical support, meeting all your on-site installation requirements.

Product Installation Support

On-Site Startup

OMRON offers on-site installation, setting, and final adjustment support for the purchased products.



Operation/Setting Training

OMRON offers training sessions so that customer can learn product tuning and robot teaching through hand-on experiences.



Design Support-Programming

OMRON offers programming to expedite the work process and actualize application.



Technical Consultation-Installation Selection

OMRON offers call center consultation including operation/setting configuration during installation.



Maintenance



OMRON offers after-sales maintenance support to provide necessary assistance in keeping factories operational.

For the stable operation and effective management of your systems, with a prompt response to address issues, we offer comprehensive maintenance services. We will provide essential tools to keep your production running smoothly. Our services encompass maintenance training, maintenance contracts, and logistics support.

Preventive Maintenance/Maintenance Support

Periodic Inspections

Our engineers visit your production site on a regular basis to carry out various inspections for OMRON products.



Maintenance Training

OMRON offers various courses focusing on helping customers to master skills related to maintenance operations.



Maintenance Contracts

OMRON offers various maintenance contract including periodic inspection and recovery support.



On-site Trouble Recovery Support

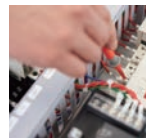
Trouble Analysis

OMRON engineers will visit your facility to investigate and improve the equipment installation environment promptly.



On-site Recovery

OMRON engineers will be with you for investigation and recovery support during trouble occurrence.



Repair/Analysis

OMRON performs a repair and analysis of malfunctioning products.



Express Delivery Service/Spare Parts Delivery service

To prioritize smooth operation, OMRON have emergency delivery service for certain products.



Technical Consultation-On-site Trouble Support

OMRON offers call center to provide first response promptly for troubleshooting to prioritize recovery.



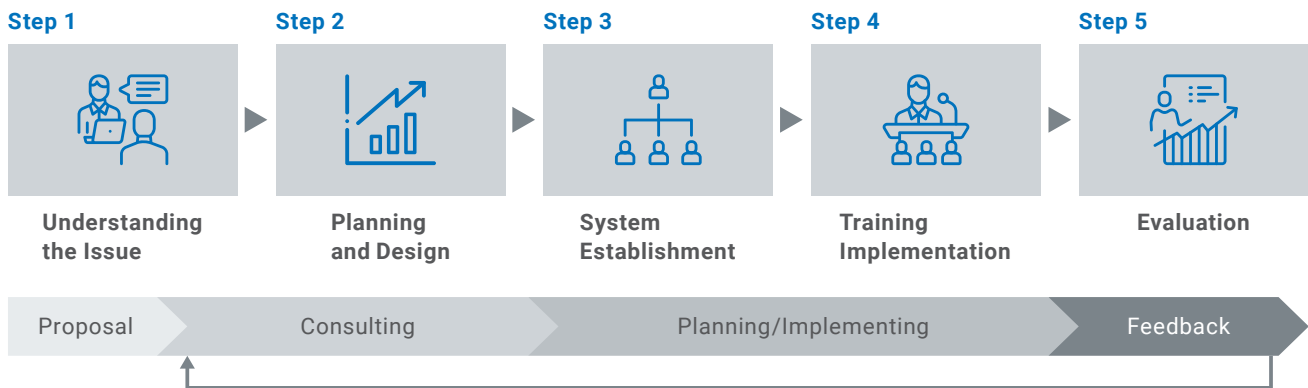
Technical Personnel Development Service Industrial Automation Academy (IA Academy)

We support the development of technical personnel and careers in the manufacturing industry as we strive towards the realization of manufacturing that empowers each and every individual.



Steps to Resolve Human Resource Development Issues

An IA Academy's solution consists of five steps, including consulting, planning/implementing, and feedback. By unraveling the type of technical personnel desired by our customers, we offer one-stop support from the planning and design of the optimal IA education curriculum to practical training.

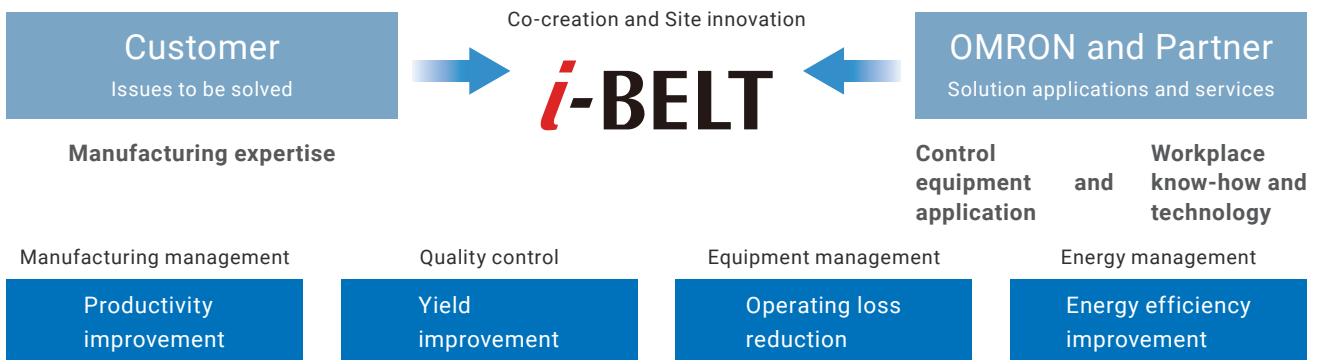


Proposal	Engaging with our customers, we identify human resource development issues and devise effective solutions.
Consulting	We delineate the type of human resources desired by the customer, strategically plan and design systematic Industrial Automation education curriculums and courses.
Planning/Implementing	To tailor and provide the optimal plans and training for each company, we define development targets, attendance areas, learning forms, etc.
Feedback	We analyze the report considering participant learning outcomes and questionnaire results to provide comprehensive insights.

On-Site Data Utilization Service i-BELT

From design to maintenance, we offer data-utilizing logical & scientific approach for bringing innovations to the manufacturing floor.

Our data utilization service "i-BELT" is a co-creation service to address and solve your challenges by utilizing, analyzing, and visualizing the data collected on the manufacturing floor, and by providing feedback to the control. We diagnose the site and provide services to suit the issues of the customers in the four value categories of manufacturing management, quality control, facility management, and energy management.



Agree scenarios for the achievement of the goals set with the customer and support site innovation where a "phased approach" produces results.

Conducting hearings on visions for the ideal factory, we find enhancements and improvements based on manufacturing floor data, and provide tailor-made guidance with effective scenarios to each customer.

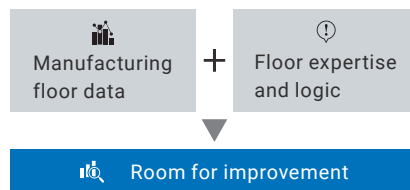
Co-creation working closely with you

Setting the project goal through discussions, we collaboratively work with you for a resolution of the challenges based on manufacturing floor data.



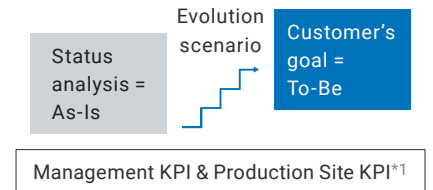
Formulation of challenges based on data

From a bird's-eye view of production equipment and elements based on an actual object/place/situation, we quantify the room for improvements through a logical & scientific approach.



Firm advancement of innovations in phases

After recognition of a scenario for attaining the goal with you, we provide assistance through a multi-stage approach for floor innovation that ensures results.



Step 1 Diagnosis



Step 2 Visualization



Step 3 Analysis



Step 4 Control



*1: Key performance indicator

Introduction of Global Locations

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Switzerland

Turkey

United Kingdom

South Africa

United Arab Emirates

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United States

Brazil



Canada

Mexico

JAPAN

Japan		Supported languages/ Japanese	
Sales HQ	OMRON Corporation		
Address	OMRON Kyoto Center Building Shiokoji-dori Horikawa Higashiiru, Shimogyo-ku, Kyoto 600-8530		
Phone	+81-75-344-5258	FAX	+81-75-344-5271
Website	Inquiry Form I-Web  メソバース		Service-Related Inquiries http://www.fa.omron.co.jp/support/ 
Business hours	Monday-Friday(Excluding public holidays) 9:00-17:30		
Sales Office	Sendai TEL: +81-22-265-0571 Morioka TEL: +81-19-604-7122 Tokyo TEL: +81-3-6718-3501 Kashiwa TEL: +81-4-7148-0690 Omiya TEL: +81-48-645-8855 Takasaki TEL: +81-27-326-3456 Utsunomiya TEL: +81-28-633-5424 Tachikawa TEL: +81-42-524-6776 Yokohama TEL: +81-45-411-7202	Atsugi TEL: +81-46-297-3605 Matsumoto TEL: +81-263-32-6561 Nagoya TEL: +81-52-561-8670 Numazu TEL: +81-55-977-9029 Shizuoka TEL: +81-54-253-6182 Hamamatsu TEL: +81-53-455-0081 Kariya TEL: +81-566-23-9760 Kanazawa TEL: +81-76-233-4770 Toyama TEL: +81-76-441-1170	Osaka TEL: +81-6-6347-5811 Shiga TEL: +81-77-588-9500 Kyoto TEL: +81-75-325-1092 Okayama TEL: +81-86-231-3623 Hiroshima TEL: +81-82-247-0310 Takamatsu TEL: +81-87-851-7737 Fukuoka TEL: +81-92-414-3212 Kumamoto TEL: +81-96-355-1611

GREATER CHINA

China		Supported languages/ Chinese, English	
Sales HQ	OMRON INDUSTRIAL AUTOMATION(CHINA)CO., LTD.		
Address	Room 2211, Bank of China Tower, 200 Yin Cheng Zhong Road, PuDong New Area, Shanghai, 200120, China		
Phone	+86-21-6023-0333	FAX	+86-21-5037-2388
Website	Inquiry Form  https://www.fa.omron.com.cn	Service-Related Inquiries  https://www.fa.omron.com.cn/service-introduction	
Business hours	Monday-Friday(Excluding public holidays) 8:45-12:00, 13:00-17:45		
Sales Office	<North China and Northeast> Beijing TEL: +86-10-5739-5399 Tianjin TEL: +86-22-8319-1580 Qingdao TEL: +86-532-6677-5819 Jinan TEL: +86-531-8292-9795 Yantai TEL: +86-535-686-5018 Tangshan TEL: +86-315-479-5118 Shijiazhuang TEL: +86-311-8690-6790 Taiyuan TEL: +86-351-522-9870 Dalian TEL: +86-411-3994-8181 Shenyang TEL: +86-24-2281-5132 Changchun TEL: +86-431-8192-8311 Harbin TEL: +86-451-8796-8635 <Midwest> Wuhan TEL: +86-27-8228-2145	Zhengzhou TEL: +86-371-6558-5192 Changsha TEL: +86-731-8458-5551 Chengdu TEL: +86-28-8676-5345 Chongqing TEL: +86-23-6879-6406 Guiyang TEL: +86-851-84812320 Kunming TEL: +86-871-6352-7224 Xi'an TEL: +86-29-8885-1505 <Eastern> Kunshan TEL: +86-512-5011-0866 Suzhou TEL: +86-021-3602-1888-6018 Wuxi TEL: +86-510-8516-9303 Nanjing TEL: +86-25-8324-0556 Xuzhou TEL: +86-516-8373-6516 Hangzhou TEL: +86-571-8765-2855 Ningbo TEL: +86-574-2788-8220	Wenzhou TEL: +86-577-8891-9195 Hefei TEL: +86-551-6363-9629 Nanchang TEL: +86-791-8630-4711 Guangzhou TEL: +86-20-8755-7798 Dongguan TEL: +86-769-2242-3200 Shenzhen TEL: +86-755-2694-8238 Foshan TEL: +86-757-8330-5268 Zhongshan TEL: +86-760-8822-4545 Shantou TEL: +86-754-8870-6653 Fuzhou TEL: +86-591-8808-8551 Xiamen TEL: +86-592-268-6709 Nanning TEL: +86-771-553-1371 Hongkong TEL: +852-2375-3827

Taiwan		Supported languages/ Chinese, English, Japanese	
Sales HQ	OMRON TAIWAN ELECTRONICS INC.		
Address	6F, Home Young Budg., No.363, Fu-Shing N.Road, Taipei, Taiwan R.O.C		
Phone	+886-2-2715-3331	FAX	+886-2-2712-6712
Website	Inquiry Form  https://www.omron.com.tw/contact/index	Service-Related Inquiries  https://www.omron.com.tw/support/index	
Business hours	Monday-Friday(Excluding public holidays) 8:30-18:00		
Sales Office	Taichung TEL: +886-4-2325-0834 Tainan TEL: +886-6-226-2208 Hsinchu TEL: +886-3-667-5557		

KOREA


Korea		Supported languages/ Korean, Japanese, English	
Sales HQ	OMRON Electronics Korea Co., Ltd.		
Address	18Floor, Kyobo Tower B Wing, 465 Gangnam-daero, Seocho-Gu, Seoul, Republic of Korea, 00611		
Phone	+82-70-4506-4106	FAX	+82-2-3483-7788
Website	Inquiry Form, Service-Related Inquiries http://www.ia.omron.co.kr/support/global-service.asp		
Business hours	Monday-Friday(Excluding public holidays) 9:00-17:40		
Sales Office	Busan/ Cheonan TEL: +82-70-4506-4106		


ASIA PACIFIC

India		Supported languages/ Hindi, English	
Sales HQ	OMRON AUTOMATION PRIVATE LIMITED		
Address	THE QUBE 5th Floor, Unit No. 501-504, M V Road, Marol, Andheri(EAST), Mumbai-MH-400059, India		
Phone	+91-22-7128-8400	FAX	+91-22-7128-8401
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron-ap.co.in/service-support/
Business hours	Monday-Friday(Excluding public holidays) 9:00-17:30		
Sales Office	Bangalore TEL: +91-80-6709-6400/6709-6406 Gurgaon TEL: +91-124-7122-700/7122-800 Chennai TEL: +91-44-4902-6100	Pune TEL: +91-020-6711-4608 Ahemedabad TEL: +91-79-25625060	
Japan Desk	JapanDesk-IN@omron.com		

Singapore		Supported languages/ English, Chinese	
Sales HQ	OMRON ELECTRONICS PTE. LTD.		
Address	438B Alexandra Road, #08-01/02 Alexandra Technopark, Singapore 119968		
Phone	+65-6-835-3011	FAX	+65-6-835-3011
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron-ap.com/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:15		
Sales Office	-		
Japan Desk	japandesk-sg@omron.com		

Australia		Supported languages/ English	
Sales HQ	OMRON ELECTRONICS PTY.LTD.		
Address	UNIT 6, 108 SILVERWATER ROAD SILVERWATER SYDNEY NSW 2128 AUSTRALIA		
Phone	+61-2-9878-6377	FAX	+61-2-9878-6981
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron.com.au/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:00		
Sales Office	Brisbane TEL: +61-7-3859-3900 Melbourne TEL: +61-3-8588-2600		
Japan Desk	JapanDesk-AU@omron.com		

Indonesia		Supported languages/ Bahasa Indonesia, English, Netherland	
Sales HQ	PT. OMRON ELECTRONICS		
Address	Gedung Menara Bidakara 2 Lt.11 Unit 1, 2, and 3 Komplek Bidakara. Jl. Jend. Gatot Subroto Kav 71-73, Tebet Kota Adm Jakarta Selatan DKI Jakarta INDONESIA		
Phone	+62-21-2949-7500	FAX	+62-21-2949-7555
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron.co.id/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:15		
Sales Office	-		
Japan Desk	japandesk-id@omron.com		

Malaysia		Supported languages/ Malay, English, Mandarin	
Sales HQ	OMRON ELECTRONICS SDN. BHD.		
Address	Unit 1101, Level 11, Uptown 1, No. 1, Jalan SS21/58, Damansara Uptown, 47400 Petaling Jaya, Selangor Darul Ehsan, Malaysia		
Phone	+60-3-7688-2888	FAX	+60-3-7688-2833
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron-ap.com.my/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:30		
Sales Office	Johor TEL: +60-7-356-8388 Penang TEL: +60-4-643-5382		
Japan Desk	japandesk-my@omron.com		

New Zealand		Supported languages/ English	
Sales HQ	OMRON ELECTRONICS LIMITED		
Address	65 Boston Road, Mt Eden Auckland New Zealand		
Phone	+64-9-358-4400	FAX	+64-9-358-4411
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron-ap.co.nz/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	Christchurch TEL: +64-3-366-5091		
Japan Desk	JapanDesk-NZ@omron.com		

Philippines

Supported languages/ Filipino, English

Sales HQ	OMRON ASIA PACIFIC PTE. LTD. - PHILIPPINE BRANCH OFFICE		
Address	2F, Kings Court II Building, 2129 Don Chino Roces Avenue, corner Dela Rosa Street, 1231 Makati City, Metro Manila, Philippines		
Phone	+632-8811-2831	FAX	+632-8811-2583
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron-ap.com.ph/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:30		
Sales Office	-		
Japan Desk	japandesk-ph@omron.com		

Thailand

Supported languages/ Thai, English, Japanese

Sales HQ	OMRON ELECTRONICS CO., LTD.		
Address	Rasa Tower 2, 16th Floor, 555 Phaholyothin Road, Kwaeng Chatuchak, Khet Chatuchak, Bangkok 10900, THAILAND		
Phone	+66-2-942-6700	FAX	+66-2-937-0501,2
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron-ap.co.th/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:30		
Sales Office	Rayong TEL: +66-38-346-070		
Japan Desk	JapanDesk-TH@omron.com		

Vietnam


Supported languages/ Vietnamese, English, Japanese, Korean


Sales HQ	Omron Vietnam Co. Ltd.		
Address	6th floor, 789 Tower, 147 Hoang Quoc Viet, Cau Giay, Hanoi, Vietnam		
Phone	+84-24-3556-3444	FAX	+84-24-3556-3443
Website	Inquiry https://www.omron-ap.com/		Service-Related Inquiries https://www.omron.com.vn/service-support/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:30		
Sales Office	Ho Chi Minh TEL: +84-28-3920-4338		
Japan Desk	japandesk-vn@omron.com		

EUROPE / MIDDLE EAST / AFRICA

Netherlands		Supported languages/ Dutch, English, French	
Sales HQ	OMRON ELECTRONICS B.V.		
Address	Wegalaan 61 2132 JD Hoofddorp The Netherlands		
Phone	+31-23-568-1100	FAX	+31-23-568-1188
Website	Inquiry Form https://industrial.omron.nl/nl/misc/forms/contact		Service-Related Inquiries https://industrial.omron.nl/nl/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		

Austria		Supported languages/ German, English	
Sales HQ	OMRON Electronics Ges.m.b.H.		
Address	Liebermannstraße A01 118/116 A-2345 Brunn am Gebirge Austria		
Phone	+43-2236-377-800	FAX	+49-2173-6800-567
Website	Inquiry Form https://industrial.omron.at/de/misc/forms/contact		Service-Related Inquiries https://industrial.omron.at/de/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		

Belgium		Supported languages/ Dutch, French, English	
Sales HQ	OMRON ELECTRONICS NV/SA		
Address	Oktrooiplein 1 B 601 9000 Gent Belgium		
Phone	+32-2-466-2480	FAX	-
Website	Inquiry Form(Dutch) https://industrial.omron.be/nl/misc/forms/contact		Service-Related Inquiries(Dutch) https://industrial.omron.be/nl/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		

Czech Republic		Supported languages/ Czech, English	
Sales HQ	OMRON ELECTRONICS SPOL. S.R.O.		
Address	Dock in Three (recepce B) Boudnikova 2506/1, 180 00 Praha 8 Czech Republic		
Phone	+420-234-076-010	FAX	-
Website	Inquiry Form https://industrial.omron.cz/cs/misc/forms/contact		Service-Related Inquiries https://industrial.omron.cz/cs/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:00		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		

Denmark

Supported languages/ Danish, English

Sales HQ	OMRON ELECTRONICS A/S		
Address	Theilgaards Torv 3, 1.sal 4600 KØge, Denmark		
Phone	+45-43-440-011	FAX	+45-43-440-211
Website	Inquiry Form https://industrial.omron.dk/da/misc/forms/contact		Service-Related Inquiries https://industrial.omron.dk/da/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:00(Monday-Thursday), 8:00-15:30(Friday)		
Sales Office	Aarhus TEL: +45-43-440-011		
Japan Desk	Japan_Desk_Europe@omron.com		


Finland

Supported languages/ Finnish, English, Swedish, Russian

Sales HQ	OMRON ELECTRONICS OY		
Address	Bertel Jungin aukio 7 b FI-02600 Espoo Finland		
Phone	+358-207-464200	FAX	+358-207-464250
Website	Inquiry Form https://industrial.omron.fi/fi/misc/forms/contact		Service-Related Inquiries https://industrial.omron.fi/fi/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30		
Sales Office	Tampere TEL: +358(0)40-3541815 TEL: +358(0)40-6716565 Vaasa TEL: +358-40-1432323 TEL: +358-40-8093666 Vilnius(Lithuania) TEL: +370-61068380 TEL: +370-68941900		
Japan Desk	Japan_Desk_Europe@omron.com		


France


Supported languages/ French

Sales HQ	OMRON ELECTRONICS S.A.S.		
Address	3 Parvis de la Gare 94130 Nogent-sur-Marne France		
Phone	0-825-825-679(In France) +33-1-5663-7000	FAX	+33-1-48-55-90-86
Website	Inquiry Form https://industrial.omron.fr/fr/misc/forms/contact		Service-Related Inquiries https://industrial.omron.fr/fr/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:30-12:00, 13:30-18:00(Monday-Thursday), 8:30-12:00, 13:30-17:00(Friday)		
Sales Office	Lyon/ Nantes TEL: 0-825-825-679(In France)		
Japan Desk	Japan_Desk_Europe@omron.com		


Germany

Supported languages/ German, English

Sales HQ	OMRON ELECTRONICS GmbH		
Address	Elisabeth-Selbert-Strasse 17 40764 Langenfeld Germany		
Phone	+49-2173-6800-0	FAX	+49-2173-6800-400
Website	Inquiry Form https://industrial.omron.de/de/misc/forms/contact		Service-Related Inquiries https://industrial.omron.de/de/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	Langenfeld TEL: +49-2173-6800-0 Dortmund TEL: +49(0)231-75-89-4-0		
Japan Desk	Japan_Desk_Europe@omron.com		

Hungary		Supported languages/ Hungarian, English	
Sales HQ	Omron Electronics Kft		
Address	Vaci ut. 45. C/6 1134 Budapest Hungary		
Phone	+36-1-399-3050	FAX	+36-1-399-3060
Website	Inquiry Form https://industrial.omron.hu/hu/misc/forms/contact		Service-Related Inquiries https://industrial.omron.hu/hu/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30(Monday-Thursday), 8:00-14:30(Friday)		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		


Italy		Supported languages/ Italian	
Sales HQ	OMRON ELECTRONICS S.P.A.		
Address	Viale Certosa 49 20149 Milano Italy		
Phone	+39-02-326-81	FAX	+39-02-326-8282
Website	Inquiry Form https://industrial.omron.it/it/misc/forms/contact		Service-Related Inquiries https://industrial.omron.it/it/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:30-12:30, 13:30-17:30		
Sales Office	Bologna TEL: +39-051-613-6611 Milano TEL: +39-02-326-8777 Terni TEL: +39-07-445-4511		
Japan Desk	Japan_Desk_Europe@omron.com		

Norway		Supported languages/ Norwegian, English	
Sales HQ	OMRON ELECTRONICS NORWAY A/S		
Address	Ole Deviks vei 6 B N-0666 Oslo Norway		
Phone	+47-22-657-500	FAX	-
Website	Inquiry Form https://industrial.omron.no/no/misc/forms/contact		Service-Related Inquiries https://industrial.omron.no/no/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:00		
Sales Office	Aalesund/ Stavanger TEL: +47-22-657-500		
Japan Desk	Japan_Desk_Europe@omron.com		

Poland		Supported languages/ Polish, English	
Sales HQ	OMRON ELECTRONICS SP. Z O.O.		
Address	ul. Żwirki i Wigury 16A, Building 5B 02-092 Warszawa Poland		
Phone	+48-22-458-6666	FAX	+48-22-458-6660
Website	Inquiry Form https://industrial.omron.pl/pl/misc/forms/contact		Service-Related Inquiries https://industrial.omron.pl/pl/services-support
Business hours	Monday-Friday(Excluding public holidays) 9:00-17:00		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		


Portugal

Supported languages/ Portuguese, English

Sales HQ	OMRON ELECTRONICS IBERIA S.A.		
Address	Edifício Mar do Oriente - Rua do Pólo Norte, nr.18 - 3.2 - 1990-266 Lisboa		
Phone	+351-21-942-9400	FAX	-
Website	Inquiry Form https://industrial.omron.pt/pt/misc/forms/contact		Service-Related Inquiries https://industrial.omron.pt/pt/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:40(Monday-Thursday), 8:30-15:00(Friday)		
Sales Office	Porto TEL: +351-22-715-5900		
Japan Desk	Japan_Desk_Europe@omron.com		

Romania

Supported languages/ Romanian, English

Sales HQ	Omron Electronics Kft		
Address	Bvd. Mihai Viteazul nr. 30B, SAD 102 300222 Timișoara Romania		
Phone	+40-356-172-242	FAX	+40-356-172-243
Website	Inquiry Form https://industrial.omron.ro/ro/misc/forms/contact		Service-Related Inquiries https://industrial.omron.ro/ro/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30(Monday-Thursday), 8:00-14:30(Friday)		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		

Spain

Supported languages/ Spanish, English

Sales HQ	OMRON ELECTRONICS IBERIA S.A.U.		
Address	c/Arturo Soria 95 28027 Madrid Spain		
Phone	+34-902-100-221	FAX	+34-902-361-817
Website	Inquiry Form https://industrial.omron.es/es/misc/forms/contact		Service-Related Inquiries https://industrial.omron.es/es/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:30(Monday-Thursday), 8:00-15:00(Friday), 8:00-15:00(July and August)		
Sales Office	Barcelona/Madrid/Sevilla/Valencia/Vitoria TEL: +34-902-100-221		
Japan Desk	Japan_Desk_Europe@omron.com		

Sweden

Supported languages/ Swedish, English

Sales HQ	OMRON ELECTRONICS AB		
Address	Knarrarnäsgatan 15, 164 40 Kista, Sweden		
Phone	+46-8-632-3500	FAX	-
Website	Inquiry Form https://industrial.omron.se/sv/misc/forms/contact		Service-Related Inquiries https://industrial.omron.se/sv/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30		
Sales Office	Gothenburg TEL: +46-8-632-3500 Malmö TEL: +46-8-632-3500		
Japan Desk	Japan_Desk_Europe@omron.com		


Switzerland

Supported languages/ German, French, Italian

Sales HQ	OMRON ELECTRONICS AG		
Address	Grafenaustrasse 7 6300 Zug, Switzerland		
Phone	+41-41-748-1313	FAX	+41-41-748-1345
Website	Inquiry Form(German) https://industrial.omron.ch/de/misc/forms/contact		Service-Related Inquiries(German) https://industrial.omron.ch/de/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		


Turkey

Supported languages/ Turkish, English

Sales HQ	OMRON ELECTRONICS LTD.		
Address	Burhaniye Mah. Tunuslu Mahmut Paşa Cad. No:10 34676 Üsküdar, İstanbul, Türkiye		
Phone	+90-216-556-51-30	FAX	+90-216-556-51-60
Website	Inquiry Form https://industrial.omron.com.tr/tr/misc/forms/contact		Service-Related Inquiries https://industrial.omron.com.tr/tr/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:15-17:45		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		

United Kingdom

Supported languages/ English

Sales HQ	OMRON ELECTRONICS LTD.		
Address	Opal Drive Fox Milne MK15 0DG Milton Keynes United Kingdom		
Phone	+44-1908-258258	FAX	+44-1908-258158
Website	Inquiry Form https://industrial.omron.co.uk/en/misc/forms/contact		Service-Related Inquiries https://industrial.omron.co.uk/en/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:30-16:30		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		


South Africa

Supported languages/ English

Sales HQ	OMRON Electronics (Pty) Ltd.		
Address	22 Friesland Drive Longmeadow Office Park South Modderfontein, 1640 South Africa		
Phone	+27-11-579-2600	FAX	+27-11-608-3515
Website	Inquiry Form https://industrial.omron.co.za/en/misc/forms/contact		Service-Related Inquiries https://industrial.omron.co.za/en/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30		
Sales Office	Cape Town TEL: +27-21-551-2448 Durban TEL: +27-31-275-3000		
Japan Desk	Japan_Desk_Europe@omron.com		

United Arab Emirates

Supported languages/ English, Arabic

Sales HQ	OMRON EUROPE B.V.		
Address	Dubai Silicon Oasis Headquarters - Silicon Oasis, Dubai, United Arab Emirates		
Phone	+97-143712742	FAX	-
Website	Inquiry Form https://industrial.omron.eu/en/misc/forms/contact		Service-Related Inquiries https://industrial.omron.eu/en/services-support
Business hours	Sunday-Thursday(Excluding public holidays) 8:30-17:00		
Sales Office	-		
Japan Desk	Japan_Desk_Europe@omron.com		

AMERICAS

United States

Supported languages/ English, Spanish, French

Sales HQ	OMRON ELECTRONICS LLC		
Address	2895 Greenspoint Parkway, Suite 200 Hoffman Estates, IL 60169 U.S.A		
Phone	+1-847-843-7900 +1-800-556-6766	FAX	+1-847-843-7787
Website	Inquiry Form https://automation.omron.com/en/us/contact-us		Service-Related Inquiries https://automation.omron.com/en/us/services/
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	-		
Japan Desk	JapanDesk-OEI-US-A@omron.com		

Brazil

Supported languages/ Portuguese

Sales HQ	OMRON ELETRONICA DO BRASIL LTDA.		
Address	Alameda Vicente Pinzón, 51-14º andar, Vila Olimpia, CEP:04547-130, São Paulo, Brasil		
Phone	+55-11-5171-8920	FAX	-
Website	Inquiry Form https://automation.omron.com/pt/br/entre-em-contato-conosco		Service-Related Inquiries https://automation.omron.com/pt/br/services/
Business hours	Monday-Friday(Excluding public holidays) 8:00-18:00		
Sales Office	-		
Japan Desk	JapanDesk-OEI-US-A@omron.com		

Canada

Supported languages/ English, French, Spanish

Sales HQ	OMRON CANADA INC.		
Address	100 Consilium Place, Suite 802. Toronto, ON. M1H 3E3 Canada		
Phone	+1-416-286-6465 +1-866-986-6766	FAX	+1-416-286-6648
Website	Inquiry Form https://automation.omron.com/en/ca/contact-us		Service-Related Inquiries https://automation.omron.com/en/ca/services/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:00		
Sales Office	Montreal TEL: +1-514-763-2131		
Japan Desk	JapanDesk-OEI-US-A@omron.com		

Mexico

Supported languages/ Spanish, English

Sales HQ	Omron Mexico, S.A. de C.V		
Address	Miguel de Cervantes Saavedra No.169 Piso 1 Colonia Granada, Zip 11520, Miguel Hidalgo Ciudad de Mexico		
Phone	+52-55-5901-4300	FAX	+52-55-5901-4300
Website	Inquiry Form https://automation.omron.com/en/mx/contact-us		Service-Related Inquiries https://automation.omron.com/en/mx/services/
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:30		
Sales Office	Monterrey TEL: +52-81-1156-9910 León TEL: +52-1-4772145900		
Japan Desk	JapanDesk-OEI-MX-A@omron.com		

Note: Do not use this document to operate the Unit.

OMRON Corporation Industrial Automation Company

Kyoto, JAPAN

Contact : www.ia.omron.com

Regional Headquarters

OMRON EUROPE B.V.

Wegalaan 67-69, 2132 JD Hoofddorp
The Netherlands
Tel: (31) 2356-81-300 Fax: (31) 2356-81-388

OMRON ELECTRONICS LLC

2895 Greenspoint Parkway, Suite 200
Hoffman Estates, IL 60169 U.S.A.
Tel: (1) 847-843-7900 Fax: (1) 847-843-7787

OMRON ASIA PACIFIC PTE. LTD.

438B Alexandra Road, #08-01/02 Alexandra
Technopark, Singapore 119968
Tel: (65) 6835-3011 Fax: (65) 6835-3011

OMRON (CHINA) CO., LTD.

Room 2211, Bank of China Tower,
200 Yin Cheng Zhong Road,
PuDong New Area, Shanghai, 200120, China
Tel: (86) 21-6023-0333 Fax: (86) 21-5037-2388

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