


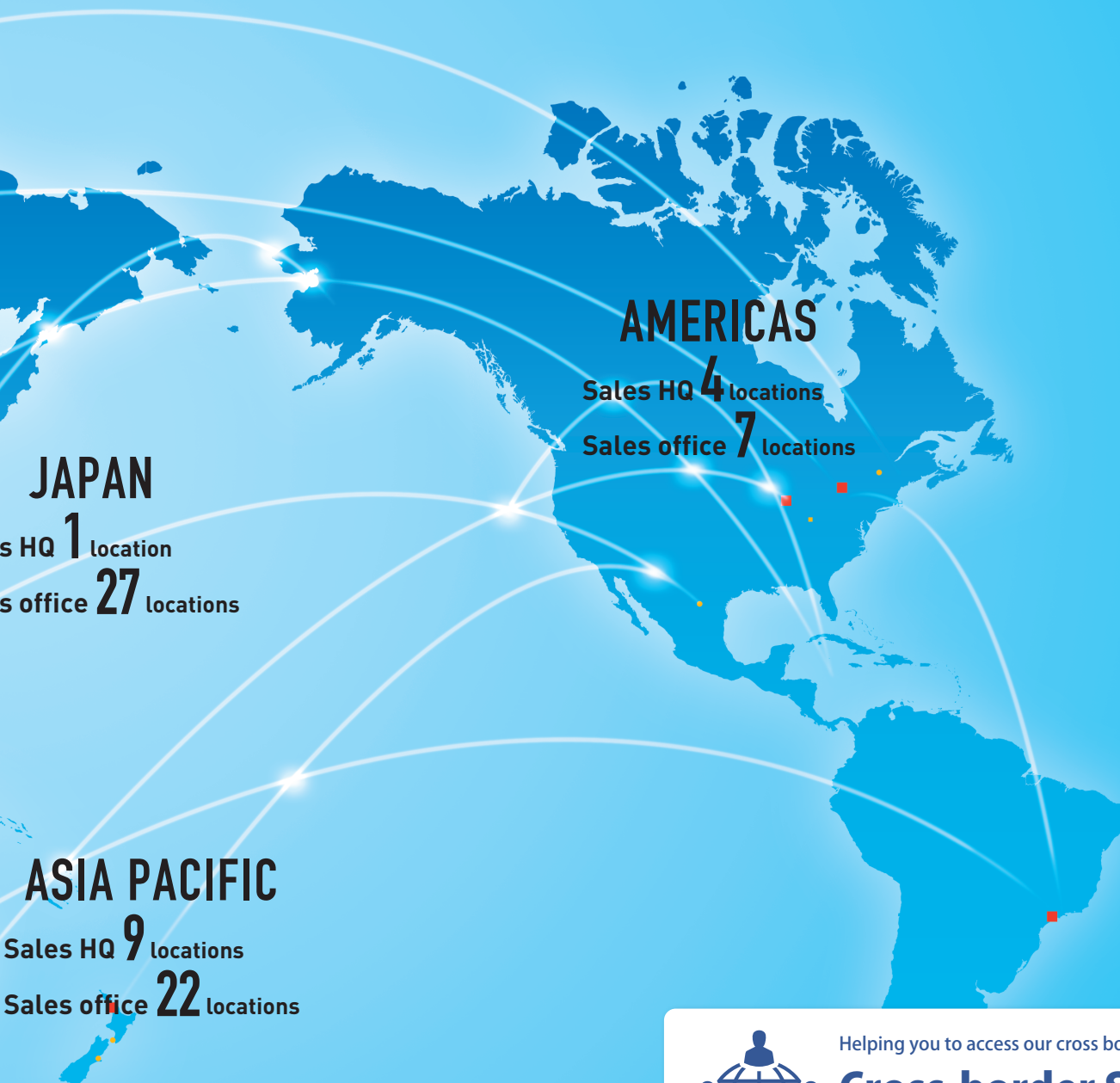
# Global Service Support Catalog

OMRON  
FACTORY AUTOMATION  
SERVICE













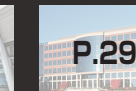









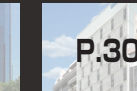
# NETWORK



Helping you to access our cross border services

## Cross-border Support

The simple solution to your cross-border service needs

EUROPE and AFRICA							AMERICAS			
 P.18	 P.19	 P.19	 P.20	 P.20	 P.21	 P.21	 P.22	 P.29	 P.29	
Czech	Denmark	Finland	France	Germany	Hungary	Italy	Norway	United States	Brazil	
 P.24	 P.24	 P.25	 P.25	 P.26	 P.26	 P.27	 P.30	 P.30		
Russia	Spain	Sweden	Switzerland	Turkey	United Kingdom	South Africa	Canada	Mexico		

# OMRON FACTORY AUTOMATION SERVICE

OMRON offers factory automation services tailored specifically to the operation processes of customers.

To help customers address the challenges faced at manufacturing sites, OMRON utilizes a wide range of products and its global service network to ensure full-spectrum support for design, startup, or maintenance.

## For Design

These services are designed for use by those looking to begin manufacturing new products. These services can also help those looking to make further improvements. Our skilled engineers help customers embody their concepts while incorporating the latest technologies.

### New Equipment Design Support



#### Consultation



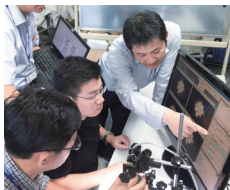
Drawing from extensive knowledge and experience regarding machine safety, OMRON strives to help customers reduce design burdens and create globally competitive equipment.



#### On-site Environmental Diagnosis



OMRON engineers will visit your facility to investigate your equipment installation environment.



#### Product Training



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

### 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 opportunity to replace their legacy products with newer models.

### Product Selection Support



#### Product Evaluation Loan



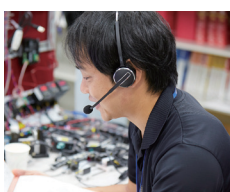
Evaluate the functions and performance of OMRON products before purchasing.



#### Proof of Concept



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



#### Technical Support— Product Selection Assistance



OMRON's Technical Support offers telephone consultations including product selection, operation/setting configuration, and troubleshooting in order to help customers solve problems they may be facing.



#### Automation Center/ Laboratory

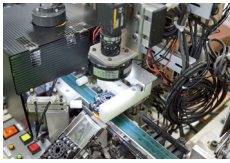


OMRON introduces the latest control technologies and real-life applications on display using actual machines.

# For Startup

These services can be used for equipment installation/construction, configuration of initial settings, or adjustment. With these services, our dedicated engineers help customers with smooth setup leading up to the start of on-site production.

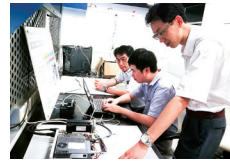
## Product Installation Support



### On-Site Startup



OMRON offers on-site installation, setting, and adjustment of purchased products.



### Operation /Setup Training



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



### Prime shipping —For Setup



When problems arise at a customer facility, OMRON will deliver the emergency replacement products as required.



### Technical Support —Product Setup Assistance



OMRON's Technical Support offers telephone consultations including product selection, operation/setting configuration, and troubleshooting in order to help customers solve problems they may be facing.

# For Maintenance

These services are designed for those looking to maintain and manage stable operation, and to address problems that have occurred. Through these services, our trained engineers provide periodic inspections and rapid recovery from malfunctions.

## 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 participants to master skills related to maintenance operations.



### Maintenance Contracts



OMRON offers annual maintenance contract including periodic inspections and recovery support should a failure occur.

## Breakdown Maintenance/Maintenance 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 such as replacing products.



### Repair/Analysis



OMRON performs a repair or causal analysis of malfunctioning products sent by customers.



### Prime shipping —For Maintenance



When problems arise at a customer facility, OMRON will deliver the emergency replacement products as required.



### Technical Support — On-Site Troubleshooting Assistance

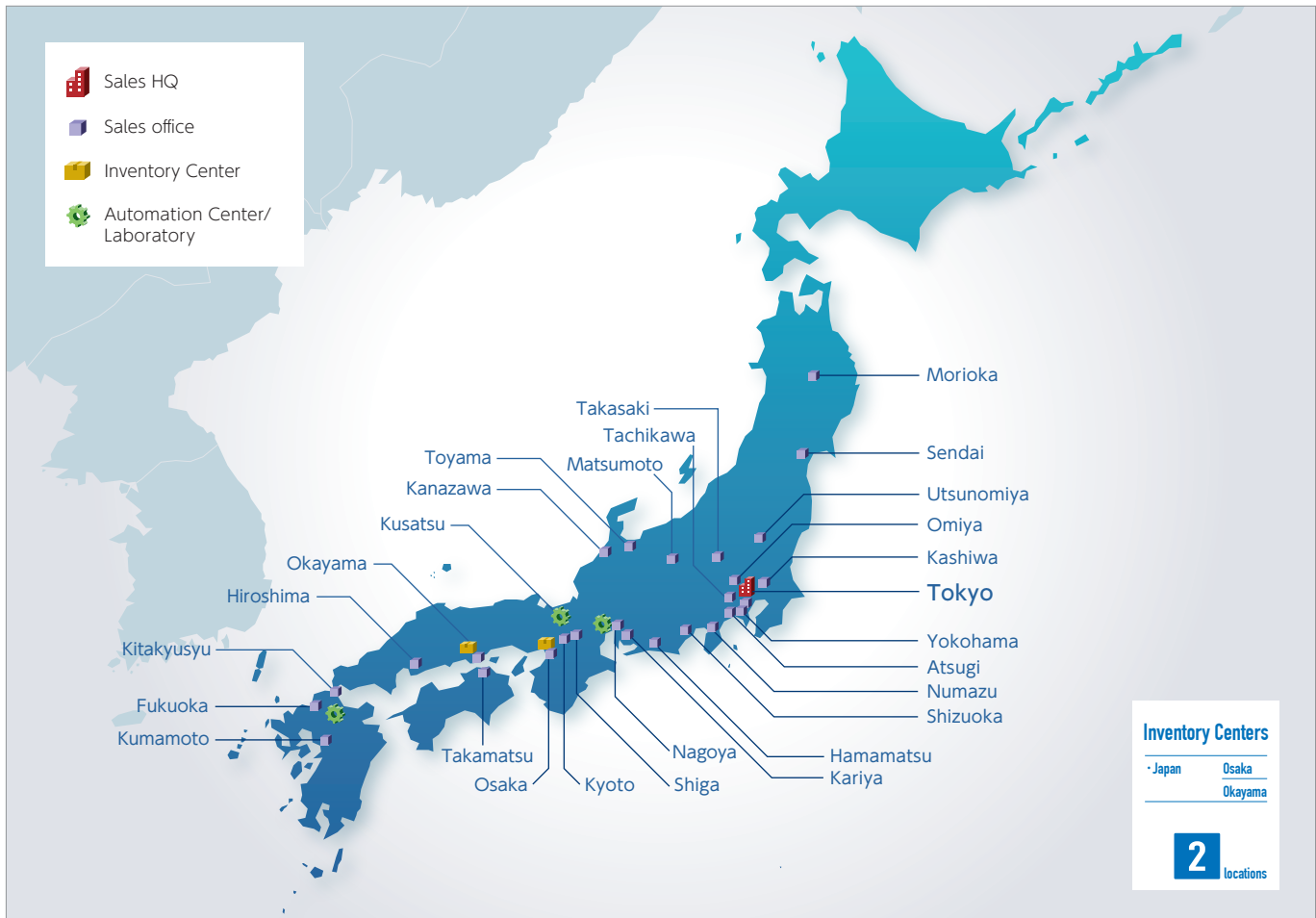


OMRON's Technical Support offers telephone consultations including product selection, operation/setting configuration, and troubleshooting in order to help customers solve problems they may be facing.




# JAPAN

In Japan, we maintain our Sales Headquarters in Tokyo (Shinjuku), as well as 27 sales offices and two inventory centers to ensure that our customer's needs are met.

Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



## JAPAN Supported languages / Japanese

<b>Sales HQ</b>	OMRON Corporation Industrial Automation Company	
<b>Address</b>	Shinjuku Front Building 7F, 2-3-13, Kojin, Minato-ku, Tokyo	
<b>Phone</b>	+81-3-6718-3501	<b>Fax</b> +81-3-6718-3514
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.fa.omron.co.jp/view/form/inputMember.cgi?webFormID=tech">I-Web </a> 	<b>Service-Related Inquiries</b>  <a href="http://www.fa.omron.co.jp/support/">http://www.fa.omron.co.jp/support/</a>
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 9:00-17:30	
<b>Sales Office</b>	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:+81-45-411-7285 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 Kitakyusyu TEL:+81-93-511-8171 Kumamoto TEL:+81-96-355-1611



## Service Support Availability

### For Design

#### New Equipment Design Support



Consultation



On-site Environmental  
Diagnosis



Product Training

#### Equipment Optimization Support



Remediation/Additional  
Function Designing



Migration/Replacement of  
Discontinued Products

#### Product Selection Support



Product  
Evaluation Loan



Proof  
of Concept



Tech Support



Automation  
Center/  
Laboratory

### For Startup

#### Product Installation Support



On-Site Startup



Prime shipping



Operation  
/Setup Training



Tech Support

### For Maintenance

#### Preventive Maintenance/Maintenance Support



Periodic  
Inspections



Maintenance  
Contracts



Maintenance  
Training

#### Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site Recovery



Repair/Analysis



Prime shipping



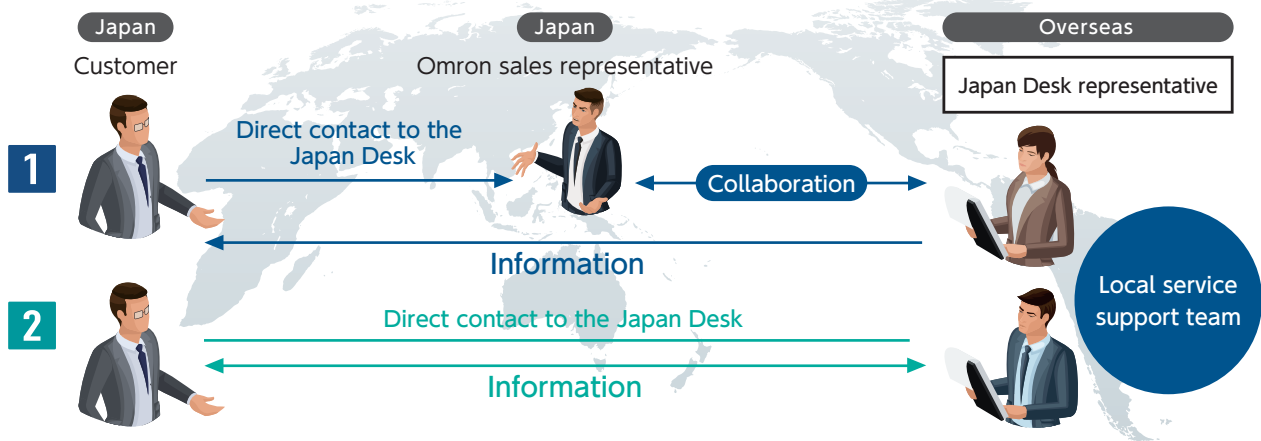
Tech Support

## Japan Desk (Contacts in Japanese) ~Service support that makes you feel at home~

Japanese speaking representatives are ready to serve Japanese customers engaging in manufacturing all over the world.

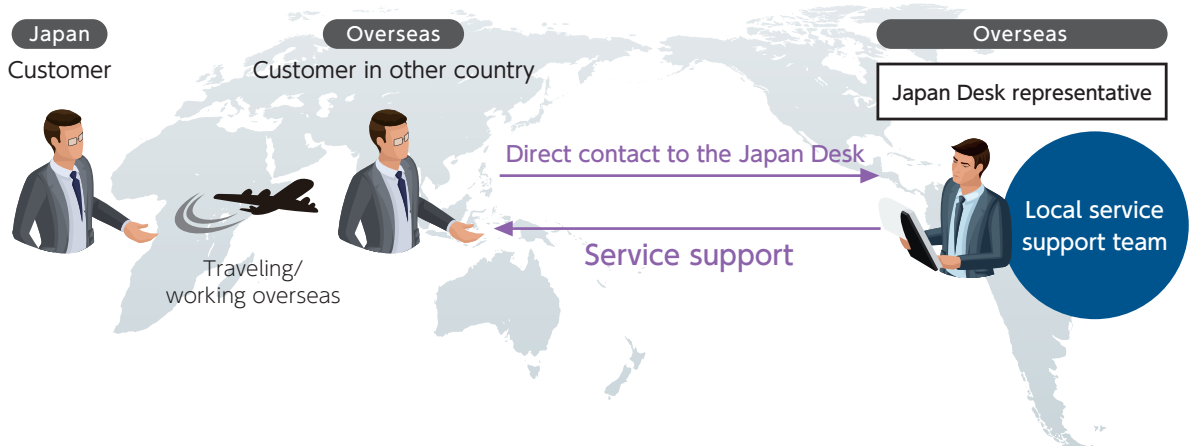
### 1 To obtain local information before starting a business there.

A Japan Desk representative provides the local service support information.



### 2 To receive technical support for starting up new equipment outside Japan

A Japan Desk representative arranges a local engineer to support the customer.



# GREATER CHINA



We have our Regional Sales Headquarters in Shanghai, 42 sales offices and 5 inventory centers in the Greater China Region to meet our customers' needs.

For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in China (Shanghai).

Our Automation Center/Laboratory showcases actual devices of control applications in which the latest control devices are combined.



## CHINA-mainland Supported languages/Chinese, English

<b>Sales HQ</b>	OMRON INDUSTRIAL AUTOMATION (CHINA) CO., LTD.																																																														
<b>Address</b>	Room 2211, Bank of China Tower, 200 Yin Cheng Zhong Road, PuDong New Area, Shanghai, 200120, China																																																														
<b>Phone</b>	+86-21-6023-0333	<b>Fax</b>	+86-21-5037-2388																																																												
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.fa.omron.com.cn/web/service">https://www.fa.omron.com.cn/web/service</a> 	<b>Service-Related Inquiries</b> <a href="https://www.fa.omron.com.cn/service-introduction">https://www.fa.omron.com.cn/service-introduction</a> 																																																													
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 8:45-12:00, 13:00-17:45																																																														
<b>Sales Office</b>	<table border="0"> <tr> <td colspan="2">&lt;North China and Northeast&gt;</td> <td>Changsha</td> <td>TEL:+86-731-8458-5551</td> </tr> <tr> <td>Beijing</td> <td>TEL:+86-10-5739-5399</td> <td>Chengdu</td> <td>TEL:+86-28-8676-5345</td> </tr> <tr> <td>Tianjin</td> <td>TEL:+86-22-8319-1580</td> <td>Chongqing</td> <td>TEL:+86-23-6879-6406</td> </tr> <tr> <td>Qingdao</td> <td>TEL:+86-532-6677-5819</td> <td>Guiyang</td> <td>TEL:+86-851-84812320</td> </tr> <tr> <td>Jinan</td> <td>TEL:+86-531-8292-9795</td> <td>Kunming</td> <td>TEL:+86-871-6352-7224</td> </tr> <tr> <td>Yantai</td> <td>TEL:+86-535-686-5018</td> <td>Xi'an</td> <td>TEL:+86-29-8885-1505</td> </tr> <tr> <td>Tangshan</td> <td>TEL:+86-315-479-5118</td> <td>Yinchuan</td> <td>TEL:+86-951-567-0076</td> </tr> <tr> <td>Shijiazhuang</td> <td>TEL:+86-311-8690-6790</td> <td>Lanzhou</td> <td>TEL:+86-931-872-0101</td> </tr> <tr> <td>Taiyuan</td> <td>TEL:+86-351-522-9870</td> <td>Urumchi</td> <td>TEL:+86-991-519-8587</td> </tr> <tr> <td>Dalian</td> <td>TEL:+86-411-3994-8181</td> <td>&lt;Eastern&gt;</td> <td></td> </tr> <tr> <td>Shenyang</td> <td>TEL:+86-24-2281-5132</td> <td>Kunshan</td> <td>TEL:+86-512-5011-0866</td> </tr> <tr> <td>Changchun</td> <td>TEL:+86-431-8192-8311</td> <td>Suzhou</td> <td>TEL:+86-21-3602-1888</td> </tr> <tr> <td>&lt;Midwest&gt;</td> <td></td> <td>Wuxi</td> <td>TEL:+86-510-8516-9303</td> </tr> <tr> <td>Wuhan</td> <td>TEL:+86-27-8228-2145</td> <td>Nanjing</td> <td>TEL:+86-25-8324-0556</td> </tr> <tr> <td>Zhengzhou</td> <td>TEL:+86-371-6558-5192</td> <td>Xuzhou</td> <td>TEL:+86-516-8373-6516</td> </tr> </table>			<North China and Northeast>		Changsha	TEL:+86-731-8458-5551	Beijing	TEL:+86-10-5739-5399	Chengdu	TEL:+86-28-8676-5345	Tianjin	TEL:+86-22-8319-1580	Chongqing	TEL:+86-23-6879-6406	Qingdao	TEL:+86-532-6677-5819	Guiyang	TEL:+86-851-84812320	Jinan	TEL:+86-531-8292-9795	Kunming	TEL:+86-871-6352-7224	Yantai	TEL:+86-535-686-5018	Xi'an	TEL:+86-29-8885-1505	Tangshan	TEL:+86-315-479-5118	Yinchuan	TEL:+86-951-567-0076	Shijiazhuang	TEL:+86-311-8690-6790	Lanzhou	TEL:+86-931-872-0101	Taiyuan	TEL:+86-351-522-9870	Urumchi	TEL:+86-991-519-8587	Dalian	TEL:+86-411-3994-8181	<Eastern>		Shenyang	TEL:+86-24-2281-5132	Kunshan	TEL:+86-512-5011-0866	Changchun	TEL:+86-431-8192-8311	Suzhou	TEL:+86-21-3602-1888	<Midwest>		Wuxi	TEL:+86-510-8516-9303	Wuhan	TEL:+86-27-8228-2145	Nanjing	TEL:+86-25-8324-0556	Zhengzhou	TEL:+86-371-6558-5192	Xuzhou	TEL:+86-516-8373-6516
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**Japan Desk**  
(Contacts in Japanese)

TEL

**TIANJIN**  
+86-22-8319-1580 EXT 3020

**SHANGHAI**  
+86-21-6023-0333 EXT 2672

**SHENZHEN • GUANGZHOU**  
+86-20-8755-7798 EXT 3107

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.



## Sales Office

Hangzhou TEL:+86-571-8765-2855  
 Ningbo TEL:+86-574-2788-8220  
 Wenzhou TEL:+86-577-8891-9195  
 Hefei TEL:+86-551-6363-9629  
 <South China>  
 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:+86-754-8870-6001  
 Fuzhou TEL:+86-591-8808-8551  
 Xiamen TEL:+86-592-268-6709  
 Nanning TEL:+86-771-553-1371  
 Hongkong TEL:+852-2375-3827

## Korea Desk (Contacts in Korean)

TEL

SHANGHAI  
 +86-156-1854-7096

## Service Support Availability

### For Design

#### New Equipment Design Support



Consultation



On-site Environmental  
Diagnosis



Product  
Training

#### Equipment Optimization Support



Remediation/Additional  
Function Designing



Migration/Replacement of  
Discontinued Products

#### Product Selection Support



Proof of Concept



Tech Support



Automation Center/  
Laboratory

### For Startup

#### Product Installation Support



On-Site Startup



Prime shipping



Tech Support

### For Maintenance

#### Preventive Maintenance/Maintenance Support



Periodic  
Inspections



Maintenance  
Contracts



Maintenance  
Training

#### Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site  
Recovery



Repair/Analysis





Prime shipping



Tech Support

# TAIWAN

Supported languages/Chinese, English, Japanese

<b>Sales HQ</b>	OMRON TAIWAN ELECTRONICS INC.	
<b>Address</b>	6F, Home Young Bldg., No.363, Fu-Shing N.Road, Taipei, Taiwan R.O.C	
<b>Phone</b>	+886-2-2715-3331	<b>Fax</b> +886-2-2712-6712
<b>Website</b>	<a href="https://www.omron.com.tw/contact/form/tw_omron">Inquiry Form</a> <a href="https://www.omron.com.tw/contact/form/tw_omron">https://www.omron.com.tw/contact/form/tw_omron</a> 	<a href="https://www.omron.com.tw/support/">Service-Related Inquiries</a> <a href="https://www.omron.com.tw/support/">https://www.omron.com.tw/support/</a> 
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 8:30-18:00	
<b>Sales Office</b>	Taichung TEL:+886-4-2325-0834 Hsinchu TEL:+886-3-667-5557	Tainan TEL:+886-6-226-2208



## Japan Desk (Contacts in Japanese)

TEL

TAIPEI  
 +886-2-2715-3331 EXT 2150

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

## Service Support Availability

### For Design

#### New Equipment Design Support



Consultation



Product Training

#### Equipment Optimization Support



Remediation/Additional  
Function Designing



Migration/Replacement of  
Discontinued Products

#### Product Selection Support



Product  
Evaluation  
Loan



Proof  
of Concept



Tech Support



Automation  
Center/  
Laboratory

### For Startup

#### Product Installation Support



On-Site Startup



Prime shipping



Operation  
/Setup Training



Tech Support

### For Maintenance

#### Preventive Maintenance/Maintenance Support



Periodic  
Inspections



Maintenance  
Contracts



Maintenance  
Training

#### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



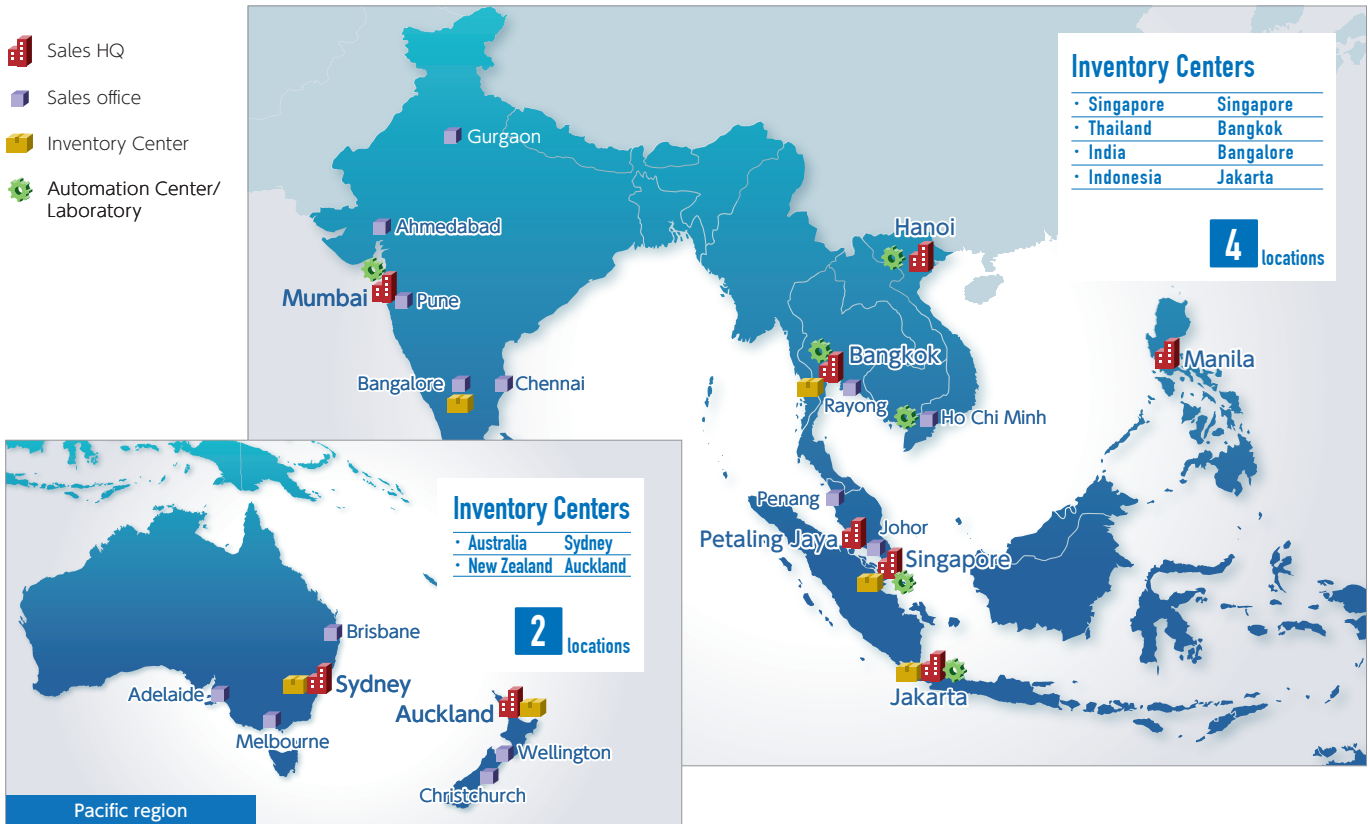
Prime shipping



Tech Support

# ASIA PACIFIC

In the Asia Pacific Region, we maintain our Regional Sales Headquarters in Singapore, as well as 22 sales offices and 6 inventory centers to ensure that our customer's needs are met. For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in Singapore. Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



## SINGAPORE

Supported languages / English, Chinese

<b>Sales HQ</b>	OMRON ELECTRONICS PTE. LTD.		
<b>Address</b>	438A Alexandra Road, #05-05/08, Alexandra Technopark, Singapore 119967		
<b>Phone</b>	+65-6-547-6789	<b>Fax</b>	+65-6-547-6769
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron-ap.com/service_support/customer_service/feedback_nonmember.asp">https://www.omron-ap.com/service_support/customer_service/feedback_nonmember.asp</a>		<b>Service-Related Inquiries</b> <a href="http://www.omron-ap.com/service_support/main.asp">http://www.omron-ap.com/service_support/main.asp</a>
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:30-17:15		
<b>Sales Office</b>	-		



**Japan Desk**  
(Contacts in Japanese)

TEL
















**MALAYSIA**  
**+60-3-7688-2888**

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

[japandesk\\_singapore@omron.com](mailto:japandesk_singapore@omron.com)

### Service Support Availability

For Design	For Startup	For Maintenance
<b>New Equipment Design Support</b>  Consultation  Product Training <b>Product Selection Support</b>  Product Evaluation Loan  Proof of Concept  Tech Support  Automation Center/Laboratory	<b>Product Installation Support</b>  On-Site Startup  Prime shipping  Tech Support	<b>Preventive Maintenance/Maintenance Support</b>  Periodic Inspections  Maintenance Contracts <b>Breakdown Maintenance/Maintenance Support</b>  On-Site Recovery  Repair/Analysis  Prime shipping  Tech Support

# AUSTRALIA

Supported languages/English

<b>Sales HQ</b>	OMRON ELECTRONICS PTY.LTD.		
<b>Address</b>	UNIT 6, 108 SILVERWATER ROAD SILVERWATER SYDNEY NSW 2128 AUSTRALIA		
<b>Phone</b>	+61-2-9878-6377	<b>Fax</b>	+61-2-9878-6981
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron.com.au/service_support/customer_service/feedback_nonmember.asp">https://www.omron.com.au/service_support/customer_service/feedback_nonmember.asp</a> 	<b>Service-Related Inquiries</b> <a href="http://www.omron.com.au/service_support/main.asp">http://www.omron.com.au/service_support/main.asp</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:30-17:00		
<b>Sales Office</b>	Brisbane/Melbourne/Adelaide TEL:1300-766-766(In Australia)		



## Japan Desk (Contacts in Japanese)

TEL

**MALAYSIA**  
+60-3-7688-2888

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk\_singapore@omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Product Selection Support



Remediation/Additional Function Design

##### Product Selection Support



Product Evaluation Loan



Proof of Concept



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation/Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis





Prime shipping



Tech Support

# INDIA

Supported languages/Hindi, English

<b>Sales HQ</b>	OMRON AUTOMATION PRIVATE LIMITED		
<b>Address</b>	THE QUBE 5th Floor, Unit No. 501-504, M V Road, Marol, Andheri (EAST) Mumbai-MH-400059, India		
<b>Phone</b>	+91-22-7128-8400	<b>Fax</b>	+91-22-7128-8401
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron-ap.co.in/service_support/customer_service/feedback_nonmember.asp">https://www.omron-ap.co.in/service_support/customer_service/feedback_nonmember.asp</a> 	<b>Service-Related Inquiries</b> <a href="http://www.omron-ap.co.in/service_support/main.asp">http://www.omron-ap.co.in/service_support/main.asp</a> 	
<b>Business hours</b>	Monday-Friday (Excluding Public Holiday) 9:00-17:30		
<b>Sales Office</b>	Bangalore TEL:+91-80-6709-6400/6709-6406 Pune TEL:+91-020-6711-4608 Ahmedabad TEL:+91-79-25625060 Gurgaon TEL:+91-124-7122-700/7122-800	Chennai TEL:+91-44-4902-6100 Coimboor TEL:+91-422-4203020 Hyderabad TEL:+91-040-2770-7544	



## Japan Desk (Contacts in Japanese)

TEL

**GURGAON**  
+91-124-7122700

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk\_india@ap.omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



On-site Environmental Diagnosis



Product Training

##### Product Selection Support



Remediation/Additional Function Design

##### Product Selection Support



Proof of Concept



Tech Support



Automation Center/Laboratory

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

## INDONESIA

Supported languages / Bahasa Indonesia, English

<b>Sales HQ</b>	PT. OMRON ELECTRONICS		
<b>Address</b>	Menara Bidakara 1, Lt. 22 Jl. Jend. Gatot Subroto Kav. 71-73 Pancoran, Jakarta 12870 INDONESIA		
<b>Phone</b>	+62-21-2949-7500	<b>Fax</b>	+62-21-2949-7555
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron.co.id/service_support/customer_service/feedback_nonmember.asp">https://www.omron.co.id/service_support/customer_service/feedback_nonmember.asp</a> 	<b>Service-Related Inquiries</b> <a href="http://www.omron.co.id/service_support/main.asp">http://www.omron.co.id/service_support/main.asp</a> 	
<b>Business hours</b>	Monday-Friday (Excluding Public Holiday) 8:30-17:15		
<b>Sales Office</b>	-		



### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

##### Product Selection Support



Product Evaluation Loan



Proof of Concept



Tech Support



Automation Center/Laboratory

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation/Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts



Maintenance Training

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

#### Japan Desk (Contacts in Japanese)

TEL

**+62-21-2949-7500**



※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk\_indonesia@ap.omron.com

## MALAYSIA

Supported languages / Malay, English, Chinese

<b>Sales HQ</b>	OMRON ELECTRONICS SDN. BHD.		
<b>Address</b>	Unit 1101, Level 11, Uptown 1, No. 1, Jalan SS21/58, Damansara Uptown, 47400 Petaling Jaya, Selangor Darul Ehsan, Malaysia		
<b>Phone</b>	+60-3-7688-2888	<b>Fax</b>	+60-3-7688-2833
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron-ap.com.my/service_support/customer_service/feedback_nonmember.asp">https://www.omron-ap.com.my/service_support/customer_service/feedback_nonmember.asp</a> 	<b>Service-Related Inquiries</b> <a href="http://www.omron-ap.com.my/service_support/main.asp">http://www.omron-ap.com.my/service_support/main.asp</a> 	
<b>Business hours</b>	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
<b>Sales Office</b>	Johor TEL:+60-7-356-8388	Penang TEL:+60-4-643-5382	



### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Product Selection Support



Product Evaluation Loan



Proof of Concept



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation/Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

#### Japan Desk (Contacts in Japanese)

TEL

**+60-3-7688-2888**

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk-my@omron.com

# NEW ZEALAND

Supported languages/English

<b>Sales HQ</b>	OMRON ELECTRONICS LIMITED		
<b>Address</b>	65 Boston Road, Mt Eden Auckland New Zealand		
<b>Phone</b>	+64-9-358-4400	<b>Fax</b>	+64-9-358-4411
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron-ap.co.nz/service_support/customer_service/feedback_nonmember.asp">https://www.omron-ap.co.nz/service_support/customer_service/feedback_nonmember.asp</a> 	<b>Service-Related Inquiries</b> <a href="http://www.omron-ap.co.nz/service_support/main.asp">http://www.omron-ap.co.nz/service_support/main.asp</a> 	
<b>Business hours</b>	Monday-Friday (Excluding Public Holiday) 8:00-17:00		
<b>Sales Office</b>	Christchurch/Wellington TEL:+64-9-358-4400		



## Japan Desk (Contacts in Japanese)

TEL

**MALAYSIA**  
+60-3-7688-2888

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk\_singapore@omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Product Selection Support



Product Evaluation Loan



Proof of Concept



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation /Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

# PHILIPPINES

Supported languages/Filipino, English

<b>Sales HQ</b>	OMRON ASIA PACIFIC PTE LTD, MANILA REPRESENTATIVE OFFICE		
<b>Address</b>	2F, Kings Court II Building, 2129 Don Chino Roces Avenue, corner Dela Rosa Street, 1231 Makati City, Metro Manila, Philippines		
<b>Phone</b>	+63-2811-2831 ~ 34	<b>Fax</b>	+63-2811-2583
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron-ap.com.ph/service_support/customer_service/feedback_nonmember.asp">https://www.omron-ap.com.ph/service_support/customer_service/feedback_nonmember.asp</a> 	<b>Service-Related Inquiries</b> <a href="http://www.omron-ap.com.ph/service_support/main.asp">http://www.omron-ap.com.ph/service_support/main.asp</a> 	
<b>Business hours</b>	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
<b>Sales Office</b>	-		



## Japan Desk (Contacts in Japanese)

TEL

**+63-2811-2831**

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Product Selection Support



Proof of Concept



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Prime Shipping



Tech Support

## THAILAND

Supported languages/Thai, English, Japanese

<b>Sales HQ</b>	OMRON ELECTRONICS CO., LTD.		
<b>Address</b>	Rasa Tower 2, 16th Floor, 555 Phaholyothin Road, Kwaeng Chatuchak, Khet Chatuchak, Bangkok 10900, THAILAND		
<b>Phone</b>	+66-2-942-6700	<b>Fax</b>	+66-2-937-0501
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron-ap.co.th/service_support/customer_service/feedback_nonmember.asp">https://www.omron-ap.co.th/service_support/customer_service/feedback_nonmember.asp</a>		<b>Service-Related Inquiries</b> <a href="http://www.omron-ap.co.th/service_support/main.asp">http://www.omron-ap.co.th/service_support/main.asp</a>
<b>Business hours</b>	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
<b>Sales Office</b>	Rayong TEL:+66-38-346-070		



### Japan Desk (Contacts in Japanese)

TEL

**+66-2-942-6753**

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

[japandesk\\_thailand@ap.omron.com](mailto:japandesk_thailand@ap.omron.com)

### Service Support Availability

#### For Design

##### New Equipment Design Support



Product Training

##### Product Selection Support



Product Evaluation Loan



Proof of Concept



Tech Support



Automation Center/  
Laboratory

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation  
/Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic  
Inspections



Maintenance  
Contracts



Maintenance  
Training

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

## VIETNAM

Supported languages/Vietnamese, English, Korean, Japanese

<b>Sales HQ</b>	Omron Vietnam Co. Ltd.		
<b>Address</b>	6th floor, 789 Tower, 147 Hoang Quoc Viet, Cau Giay, Hanoi, Vietnam		
<b>Phone</b>	+84-24-3556-3444 (Hanoi) +84-28-3920-4338 (Ho Chi Minh)	<b>Fax</b>	+84-24-3556-3443 (Hanoi) +84-28-3920-4335 (Ho Chi Minh)
<b>Website</b>	<b>Inquiry Form</b> <a href="https://www.omron.com.vn/service_support/customer_service/feedback_nonmember.asp">https://www.omron.com.vn/service_support/customer_service/feedback_nonmember.asp</a>		<b>Service-Related Inquiries</b> <a href="http://www.omron.com.vn/service_support/main.asp">http://www.omron.com.vn/service_support/main.asp</a>
<b>Business hours</b>	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
<b>Sales Office</b>	Ho Chi Minh TEL:+84-28-3920-4338		



### Japan Desk (Contacts in Japanese)

TEL

**HANOI**  
**+84-24-3556-3444**

**HO CHI MINH**  
**+84-28-3920-4338**

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

[japandesk-vn@omron.com](mailto:japandesk-vn@omron.com)

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Product Selection Support



Product  
Evaluation Loan



Tech Support



Automation Center/  
Laboratory

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation  
/Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic  
Inspections



Maintenance  
Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

### Korea Desk (Contacts in Korean)

TEL

**HANOI**  
**+84-982-190-380**

# KOREA

In South Korea, we maintain our Sales Headquarters in Seoul, as well as 2 sales offices and one inventory center to ensure that our customer's needs are met.

Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



## KOREA Supported languages / Korean, Japanese, English

<b>Sales HQ</b>	OMRON Electronics Korea Co., Ltd.		
<b>Address</b>	18Floor, Kyobo Tower B Wing, 465 Gangnam-daero, Seocho-Gu, Seoul, Korea, 00611		
<b>Phone</b>	+82-70-4506-4106	<b>Fax</b>	+82-2-3483-7788
<b>Website</b>	<a href="http://www.ia.omron.co.kr/support/global-service.asp">Inquiry Form. Service-Related Inquiries</a> <a href="http://www.ia.omron.co.kr/support/global-service.asp">http://www.ia.omron.co.kr/support/global-service.asp</a>		
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 9:00-17:40		
<b>Sales Office</b>	Busan TEL:+82-70-4506-4112	Cheonan TEL:+82-70-4506-4122	



**Japan Desk**  
(Contacts in Japanese)

TEL

**+82-10-2261-6720**

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

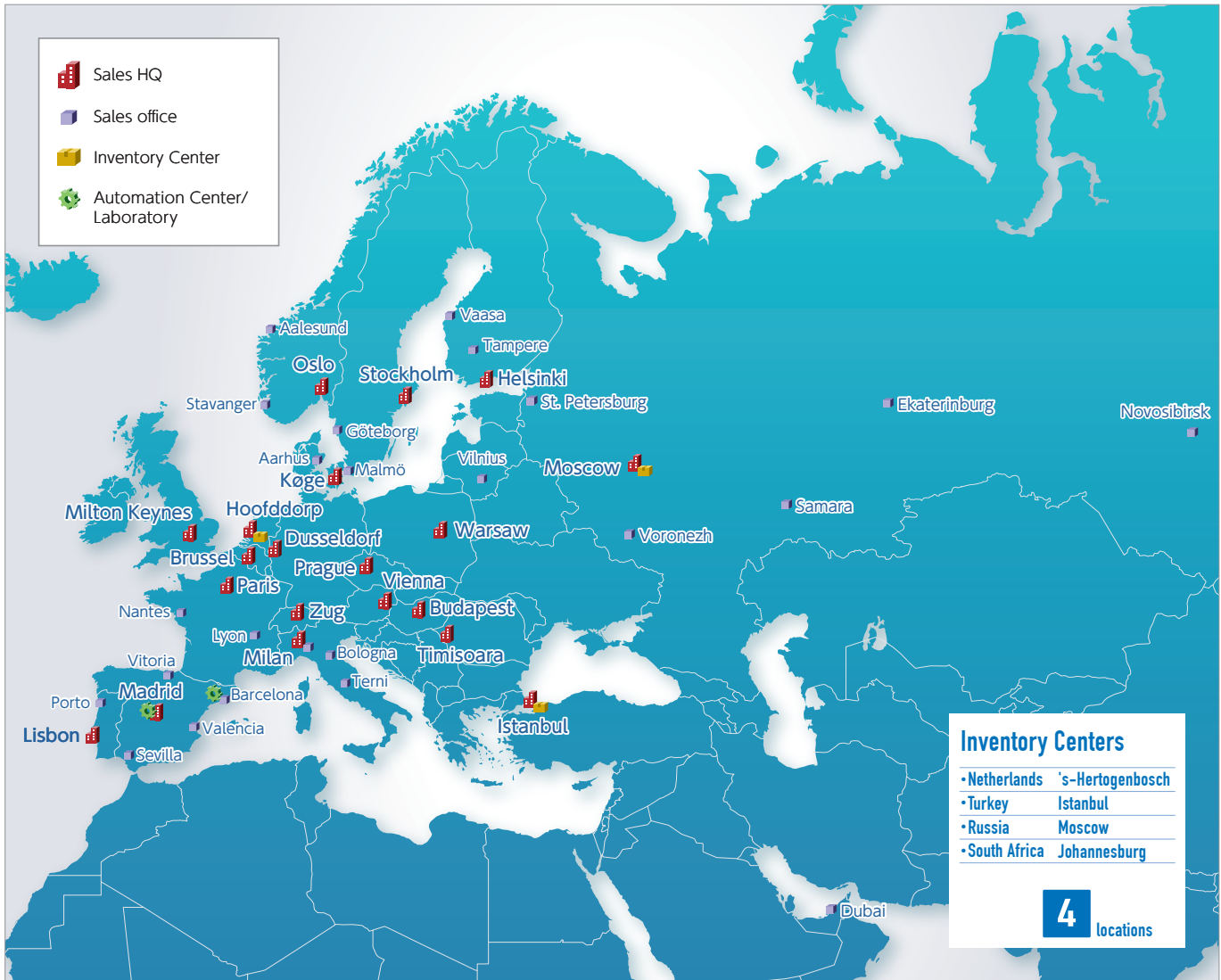
### Service Support Availability

For Design	For Startup	For Maintenance
<p><b>New Equipment Design Support</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Consultation</div> <div style="text-align: center;"> On-site Environmental Diagnosis</div> <div style="text-align: center;"> Product Training</div> </div> <p><b>Equipment Optimization Support</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Remediation/Additional Function Designing</div> <div style="text-align: center;"> Migration/Replacement of Discontinued Products</div> </div> <p><b>Product Selection Support</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Proof of Concept</div> <div style="text-align: center;"> Tech Support</div> <div style="text-align: center;"> Automation Center /Laboratory</div> </div>	<p><b>Product Installation Support</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> On-Site Startup</div> <div style="text-align: center;"> Prime shipping</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> Operation /Setup Training</div> <div style="text-align: center;"> Tech Support</div> </div>	<p><b>Preventive Maintenance/Maintenance Support</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Periodic Inspections</div> <div style="text-align: center;"> Maintenance Contracts</div> <div style="text-align: center;"> Maintenance Training</div> </div> <p><b>Breakdown Maintenance/Maintenance Support</b></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Trouble Analysis</div> <div style="text-align: center;"> On-Site Recovery</div> <div style="text-align: center;"> Repair/Analysis</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> Prime shipping</div> <div style="text-align: center;"> Tech Support</div> </div>

\*Visit our website at [www.ia.omron.com](http://www.ia.omron.com) and click the Global Network link for the latest information and updates.

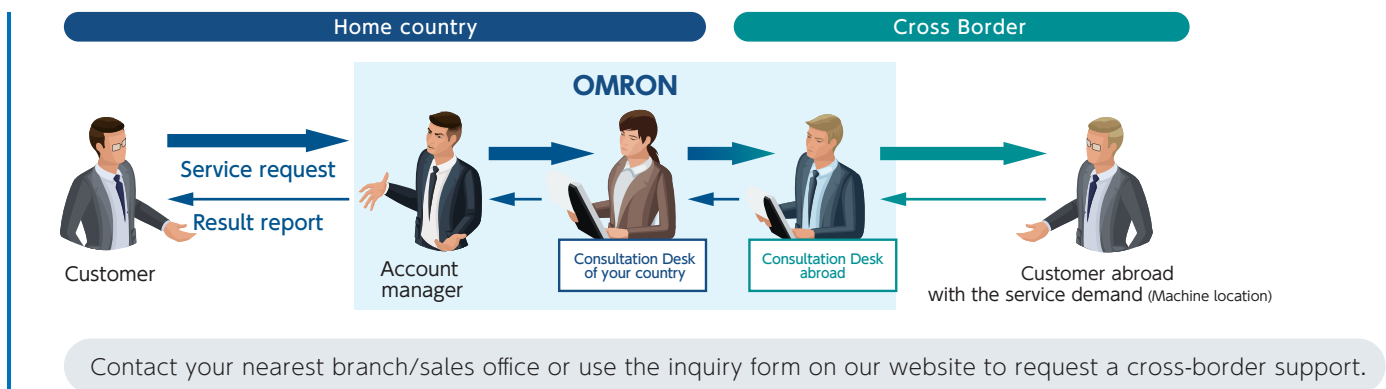
# EUROPE

In Europe and Africa, we maintain our Regional Sales Headquarters in Hoofddorp (Netherlands), as well as 47 sales offices and 4 inventory centers to ensure that our customer's needs are met. For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in the Netherlands (Hoofddorp). Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



## Cross-border Support – Consultation Desk arranges your service request to be carried out Globally –



Need a cross-border service, such as a startup support, in another country? Contact your Omron account manager. Your request will be passed to our Consultation Desk, which will contact the customer with the service demand. This will allow you to use our service without constraints of various procedures, languages and borders.





# 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	<b>Inquiry Form</b> <a href="https://industrial.omron.nl/nl/misc/forms/contact">https://industrial.omron.nl/nl/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.nl/nl/services-support">https://industrial.omron.nl/nl/services-support</a> 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	—		



## Japan Desk (Contacts in Japanese)

TEL

+31-23-568-1343

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

Japan.desk.Europe@eu.omron.com

Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !

## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

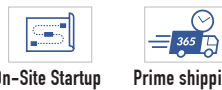


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support





#### Breakdown Maintenance/Maintenance Support



# 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	<b>Inquiry Form</b> <a href="https://industrial.omron.at/de/misc/forms/contact">https://industrial.omron.at/de/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.at/de/services-support">https://industrial.omron.at/de/services-support</a> 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	—		



## Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

Japan.desk.Europe@eu.omron.com

Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !

## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

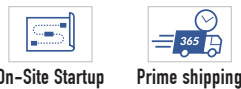


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support



## 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	<a href="https://industrial.omron.be/nl/misc/forms/contact">Inquiry Form (Dutch)</a> <a href="https://industrial.omron.be/nl/misc/forms/contact">https://industrial.omron.be/nl/misc/forms/contact</a>		<a href="https://industrial.omron.be/nl/services-support">Service-Related Inquiries (Dutch)</a> <a href="https://industrial.omron.be/nl/services-support">https://industrial.omron.be/nl/services-support</a>
Business hours	Monday-Friday (Excluding public holidays) 8:00-17:00		
Sales Office	—		



### Japan Desk (Contacts in Japanese)

TEL  
NETHERLANDS  
+31-23-568-1343

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL  
Japan.desk.Europe@eu.omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation On-site Environmental Diagnosis Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

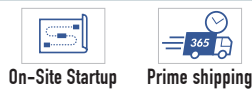
##### Product Selection Support



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis

Prime shipping

Tech Support

Do you need Omron services abroad?

Cross-border Support

Contact your account manager!

## CZECH REPUBLIC

Supported languages / Czech, English

Sales HQ	OMRON ELECTRONICS SPOL. S.R.O.		
Address	Jankovcova 53, 170 00 Praha 7 Czech Republic		
Phone	+420-234-602-602	Fax	+420-234-602-607
Website	<a href="https://industrial.omron.cz/cs/misc/forms/contact">Inquiry Form</a> <a href="https://industrial.omron.cz/cs/misc/forms/contact">https://industrial.omron.cz/cs/misc/forms/contact</a>		<a href="https://industrial.omron.cz/cs/services-support">Service-Related Inquiries</a> <a href="https://industrial.omron.cz/cs/services-support">https://industrial.omron.cz/cs/services-support</a>
Business hours	Monday-Friday (Excluding public holidays) 8:00-16:00		
Sales Office	—		



### Japan Desk (Contacts in Japanese)

TEL  
NETHERLANDS  
+31-23-568-1343

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MAIL  
Japan.desk.Europe@eu.omron.com

### Service Support Availability

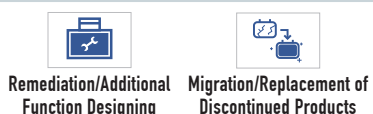
#### For Design

##### New Equipment Design Support



Consultation On-site Environmental Diagnosis Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

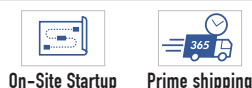
##### Product Selection Support



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis

Prime shipping

Tech Support



Do you need Omron services abroad?

Cross-border Support

Contact your account manager!

# DENMARK

Supported languages / Danish, English

<b>Sales HQ</b>	OMRON ELECTRONICS A/S		
<b>Address</b>	Theilgaards Torv 3, 1.sal 4600 Køge, Denmark		
<b>Phone</b>	+45-43-440-011	<b>Fax</b>	+45-43-440-211
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.dk/da/misc/forms/contact">https://industrial.omron.dk/da/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.dk/da/services-support">https://industrial.omron.dk/da/services-support</a> 	
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 8:00-16:00 (Monday-Thursday), 8:00-15:30 (Friday)		
<b>Sales Office</b>	Aarhus TEL:+45-43-440-011		



## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

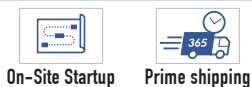


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support



### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com



# FINLAND

Supported languages / Finnish, English, Swedish, Russian

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



## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support



#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support



### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

\* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

Japan.desk.Europe@eu.omron.com



## FRANCE

Supported languages / French

<b>Sales HQ</b>	OMRON ELECTRONICS S.A.S.		
<b>Address</b>	14 rue de Lisbonne 93561 Rosny Sous Bois cedex France		
<b>Phone</b>	0-825-825-679 (In France)	<b>Fax</b>	+33-1-48-55-90-86
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.fr/fr/misc/forms/contact">https://industrial.omron.fr/fr/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.fr/fr/services-support">https://industrial.omron.fr/fr/services-support</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:30-12:00,13:30-18:00 (Monday-Thursday) 8:30-12:00,13:30-17:00 (Friday)		
<b>Sales Office</b>	Lyon/Nantes TEL:0-825-825-679 (In France)		



### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation On-site Environmental Diagnosis Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

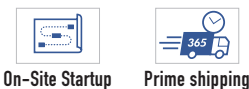
##### Product Selection Support



Proof of Concept Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts Maintenance Training

##### Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis Prime shipping Tech Support

#### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

Japan.desk.Europe@eu.omron.com

Do you need Omron services abroad?





Cross-border Support

Contact your account manager !

## GERMANY

Supported languages / German, English

<b>Sales HQ</b>	OMRON ELECTRONICS GmbH		
<b>Address</b>	Elisabeth-Selbert-Strasse 17 40764 Langenfeld Germany		
<b>Phone</b>	+49-2173-6800-0	<b>Fax</b>	+49-2173-6800-400
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.de/de/misc/forms/contact">https://industrial.omron.de/de/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.de/de/services-support">https://industrial.omron.de/de/services-support</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:00-17:00		
<b>Sales Office</b>	Langenfeld TEL:+49-2173-6800-0		



### Service Support Availability

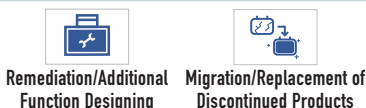
#### For Design

##### New Equipment Design Support



Consultation On-site Environmental Diagnosis Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

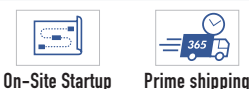
##### Product Selection Support



Proof of Concept Tech Support

#### For Startup

##### Product Installation Support



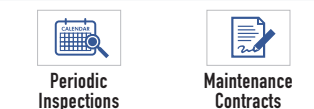
On-Site Startup Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis Prime shipping Tech Support

#### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Do you need Omron services abroad?





Cross-border Support

Contact your account manager !

# HUNGARY

Supported languages / Hungarian, English

<b>Sales HQ</b>	OMRON ELECTRONICS KFT.		
<b>Address</b>	Vaci ut. 45. C/6 1134 Budapest Hungary		
<b>Phone</b>	+36-1-399-3050	<b>Fax</b>	+36-1-399-3060
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.hu/hu/misc/forms/contact">https://industrial.omron.hu/hu/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.hu/hu/services-support">https://industrial.omron.hu/hu/services-support</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:00-16:30 (Monday-Thursday) 8:00-14:30 (Friday)		
<b>Sales Office</b>	—		



## Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

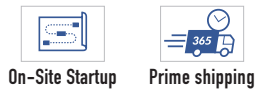


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support





Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !

# ITALY

Supported languages / Italian

<b>Sales HQ</b>	OMRON ELECTRONICS S.P.A.		
<b>Address</b>	Viale Certosa 49 20149 Milano Italy		
<b>Phone</b>	+39-02-326-81	<b>Fax</b>	+39-02-326-8282
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.it/it/misc/forms/contact">https://industrial.omron.it/it/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.it/it/services-support">https://industrial.omron.it/it/services-support</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:30-12:30, 13:30-17:30		
<b>Sales Office</b>	Bologna TEL:+39-051-613-6611    Milano TEL:+39-02-326-8777 Terni TEL:+39-07-445-4511		



## Japan Desk (Contacts in Japanese)

TEL

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Japan.desk.Europe@eu.omron.com

## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

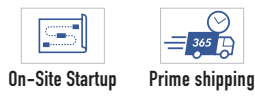


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support



Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !

## NORWAY

Supported languages / Norwegian, English

<b>Sales HQ</b>	OMRON ELECTRONICS NORWAY A/S		
<b>Address</b>	Ole Deviks vei 6 B N-0666 Oslo Norway		
<b>Phone</b>	+47-22-657-500	<b>Fax</b>	—
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.no/no/misc/forms/contact">https://industrial.omron.no/no/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.no/no/services-support">https://industrial.omron.no/no/services-support</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:00-16:00		
<b>Sales Office</b>	Aalesund TEL:+47-22-657-500 Stavanger TEL:+47-22-657-500		



### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



##### Equipment Optimization Support

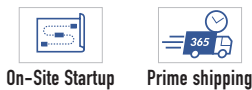


##### Product Selection Support



#### For Startup

##### Product Installation Support



#### For Maintenance

##### Preventive Maintenance/Maintenance Support



##### Breakdown Maintenance/Maintenance Support



Do you need OMRON services abroad?




Cross-border Support

Contact your account manager!

## POLAND

Supported languages / Polish, English

<b>Sales HQ</b>	OMRON ELECTRONICS SP. Z O.O.		
<b>Address</b>	ul. Cybernetyki 7A Budynek Luminar 02-677 Warszawa Poland		
<b>Phone</b>	+48-22-458-6666	<b>Fax</b>	+48-22-458-6660
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.pl/pl/misc/forms/contact">https://industrial.omron.pl/pl/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.pl/pl/services-support">https://industrial.omron.pl/pl/services-support</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 9:00-17:00		
<b>Sales Office</b>	—		



### Japan Desk (Contacts in Japanese)

TEL

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+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



##### Equipment Optimization Support

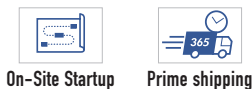


##### Product Selection Support



#### For Startup

##### Product Installation Support



#### For Maintenance

##### Preventive Maintenance/Maintenance Support



##### Breakdown Maintenance/Maintenance Support



Do you need OMRON services abroad?





Cross-border Support

Contact your account manager!

# PORTUGAL

Supported languages / Portuguese, English

<b>Sales HQ</b>	OMRON ELECTRONICS IBERIA S.A.		
<b>Address</b>	Edifício Mar do Oriente - Rua do Pólo Norte, nr.18 - 3.2 - 1990-266 Lisboa		
<b>Phone</b>	+351-21-942-9400	<b>Fax</b>	+351-21-941-7899
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.pt/pt/misc/forms/contact">https://industrial.omron.pt/pt/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.pt/pt/services-support">https://industrial.omron.pt/pt/services-support</a> 	
<b>Business hours</b>	Monday-Friday (Excluding public holidays) 8:30-17:40 (Monday-Thursday) 8:30-15:00 (Friday)		
<b>Sales Office</b>	Porto TEL:+351-22-715-5900		



## Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

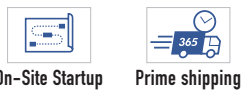


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support





Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !

# ROMANIA

Supported languages / Romanian, English

<b>Sales HQ</b>	Omron Electronics Kft		
<b>Address</b>	Bvd. Mihai Viteazul nr. 30B, SAD 102 300222 Timișoara Romania		
<b>Phone</b>	+40-356-172-242	<b>Fax</b>	+40-356-172-243
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.ro/ro/misc/forms/contact">https://industrial.omron.ro/ro/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.ro/ro/services-support">https://industrial.omron.ro/ro/services-support</a> 	
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 8:00-16:30 (Monday-Thursday) 8:00-14:30 (Friday)		
<b>Sales Office</b>	—		



## Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

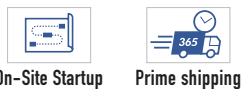


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support




Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !

## RUSSIA

Supported languages/Russian, English

<b>Sales HQ</b>	OOO OMRON ELECTRONICS		
<b>Address</b>	Pravdy street 26 125040 Moscow Russia		
<b>Phone</b>	+7-495-648-9450	<b>Fax</b>	+7-495-648-9451
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.ru/ru/misc/forms/contact">https://industrial.omron.ru/ru/misc/forms/contact</a>		<b>Service-Related Inquiries</b> <a href="https://industrial.omron.ru/ru/services-support">https://industrial.omron.ru/ru/services-support</a>
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 9:00-18:00		
<b>Sales Office</b>	Saint-Petersburg/Yekaterinburg/Samara/Novosibirsk/Voronezh TEL:+7-495-648-9450		



### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



##### Equipment Optimization Support

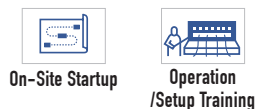


##### Product Selection Support



#### For Startup

##### Product Installation Support



#### For Maintenance

##### Preventive Maintenance/Maintenance Support



##### Breakdown Maintenance/Maintenance Support



Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !

## SPAIN

Supported languages/Spanish, English

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



### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

### Service Support Availability

#### For Design

##### New Equipment Design Support



##### Equipment Optimization Support

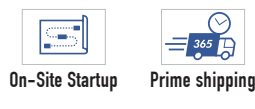


##### Product Selection Support



#### For Startup

##### Product Installation Support



#### For Maintenance

##### Preventive Maintenance/Maintenance Support



##### Breakdown Maintenance/Maintenance Support



Do you need Omron services abroad?



**Cross-border Support**  
Contact your account manager !



# SWEDEN

Supported languages / Swedish, English

<b>Sales HQ</b>	OMRON ELECTRONICS AB		
<b>Address</b>	Knarrarnäsgatan 15, 164 40 Kista, Sweden		
<b>Phone</b>	+46-8-632-3500	<b>Fax</b>	—
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.se/sv/misc/forms/contact">https://industrial.omron.se/sv/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.se/sv/services-support">https://industrial.omron.se/sv/services-support</a> 	
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 8:00-16:30		
<b>Sales Office</b>	Gothenburg TEL:+46-8-632-3500 Malmö TEL:+46-8-632-3500		



## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

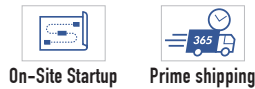


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support



### Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS  
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com



# SWITZERLAND

Supported languages / German, French, Italian

<b>Sales HQ</b>	OMRON ELECTRONICS AG		
<b>Address</b>	Blegistrasse 3, 6340 Baar, Zug, Switzerland		
<b>Phone</b>	+41-41-748-1313	<b>Fax</b>	+41-41-748-1345
<b>Website</b>	<b>Inquiry Form (German)</b> <a href="https://industrial.omron.ch/de/misc/forms/contact">https://industrial.omron.ch/de/misc/forms/contact</a> 	<b>Service-Related Inquiries (German)</b> <a href="https://industrial.omron.ch/de/services-support">https://industrial.omron.ch/de/services-support</a> 	
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 8:00-17:00		
<b>Sales Office</b>	—		



## Service Support Availability

### For Design

#### New Equipment Design Support



#### Equipment Optimization Support

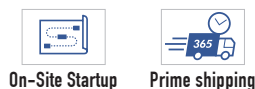


#### Product Selection Support



### For Startup

#### Product Installation Support



### For Maintenance

#### Preventive Maintenance/Maintenance Support



#### Breakdown Maintenance/Maintenance Support



### Japan Desk (Contacts in Japanese)

TEL

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+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com



## TURKEY

Supported languages/Turkish, English

<b>Sales HQ</b>	OMRON ELECTRONICS LTD.		
<b>Address</b>	Burhaniye Mah. Tunuslu Mahmut Paşa Cad. No:10 34676 Üsküdar, İstanbul, Türkiye		
<b>Phone</b>	+90-216-556-51-30	<b>Fax</b>	+90-216-556-51-60
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.com.tr/tr/misc/forms/contact">https://industrial.omron.com.tr/tr/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.com.tr/tr/services-support">https://industrial.omron.com.tr/tr/services-support</a> 	
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 08:15-17:45		
<b>Sales Office</b>	Dubai TEL:+971 4 371 2742		



### Japan Desk (Contacts in Japanese)

TEL

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MAIL

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### Service Support Availability

#### For Design

##### New Equipment Design Support



On-site Environmental Diagnosis



Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

##### Product Selection Support



Proof of Concept



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

Do you need Omron services abroad?





Cross-border Support

Contact your account manager !

## UNITED KINGDOM

Supported languages/English

<b>Sales HQ</b>	OMRON ELECTRONICS LTD.		
<b>Address</b>	Opal Drive Fox Milne MK15 0DG Milton Keynes United Kingdom		
<b>Phone</b>	+44-1908-258258	<b>Fax</b>	+44-1908-258158
<b>Website</b>	<b>Inquiry Form</b> <a href="https://industrial.omron.co.uk/en/misc/forms/contact">https://industrial.omron.co.uk/en/misc/forms/contact</a> 	<b>Service-Related Inquiries</b> <a href="https://industrial.omron.co.uk/en/services-support">https://industrial.omron.co.uk/en/services-support</a> 	
<b>Business hours</b>	Monday-Friday(Excluding public holidays) 8:00-17:00 (Monday-Thursday) 8:00-16:00 (Friday)		
<b>Sales Office</b>	—		



### Japan Desk (Contacts in Japanese)

TEL

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### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



On-site Environmental Diagnosis



Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

##### Product Selection Support



Proof of Concept



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site Recovery



Repair/Analysis



Prime shipping



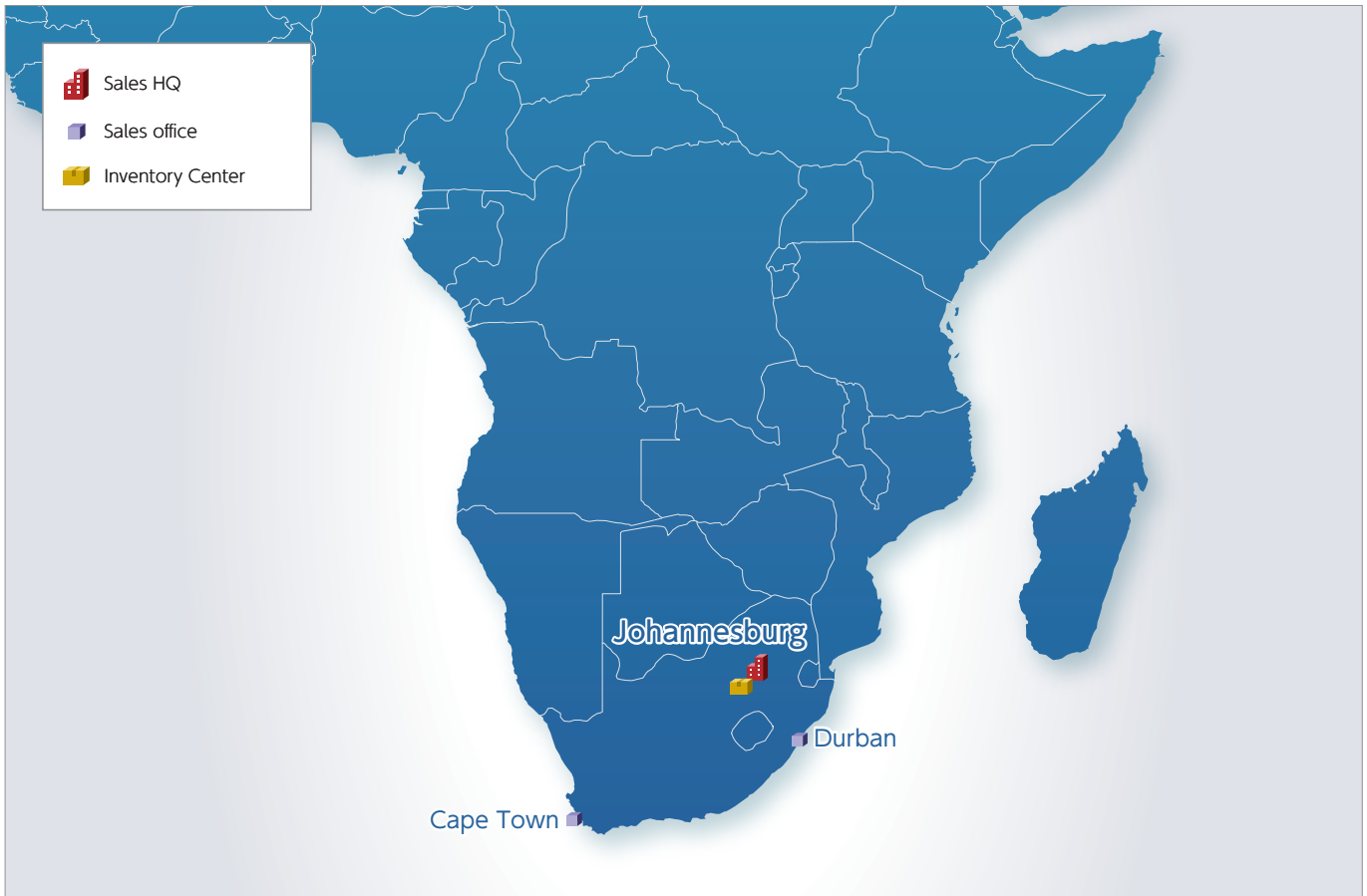
Tech Support

Do you need Omron services abroad?



Cross-border Support

Contact your account manager !



## SOUTH AFRICA

Supported languages / English

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



**Japan Desk**  
(Contacts in Japanese)

TEL
















**NETHERLANDS**  
**+31-23-568-1343**

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

Japan.desk.Europe@eu.omron.com

### Service Support Availability

For Design	For Startup	For Maintenance
<b>New Equipment Design Support</b>  On-site Environmental Diagnosis  Product Training	<b>Product Installation Support</b>  On-Site Startup  Prime shipping   Tech Support	<b>Preventive Maintenance/Maintenance Support</b>  Periodic Inspections  Maintenance Contracts  <b>Breakdown Maintenance/Maintenance Support</b>  Trouble Analysis  On-Site Recovery  Repair/Analysis   Prime shipping  Tech Support
<b>Equipment Optimization Support</b>  Remediation/Additional Function Designing  Migration/Replacement of Discontinued Products		
<b>Product Selection Support</b>  Tech Support		

Do you need Omron services abroad?

**Cross-border Support**

Contact your account manager !

# AMERICAS

In North and South America, we maintain our Regional Sales Headquarters in Chicago, as well as 7 sales offices and 4 inventory centers to ensure that our customer's needs are met. For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in the U.S. (Chicago).

Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



# 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	Fax	+1-847-843-7787
Website	<b>Inquiry Form</b> <a href="https://automation.omron.com/en/us/contact-us.html">https://automation.omron.com/en/us/contact-us.html</a> 	<b>Service-Related Inquiries</b> <a href="https://automation.omron.com/en/us/support/services/index.html">https://automation.omron.com/en/us/support/services/index.html</a> 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	—		



## Japan Desk (Contacts in Japanese)

TEL

+1-614-400-2849

+1-224-275-3359

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

##### Product Selection Support



Proof of Concept



Tech Support



Automation Center /Laboratory

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation /Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts



Maintenance Training

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis





Prime shipping



Tech Support

# BRAZIL

Supported languages/Portuguese

Sales HQ	OMRON ELETRONICA DO BRASIL LTDA.		
Address	Alameda Vicente Pinzón, 51-14° andar, Vila Olimpia, CEP:04547-130, São Paulo, Brasil		
Phone	+55-11-5171-8920	Fax	—
Website	<b>Inquiry Form</b> <a href="http://industrial.omron.com.br/contato/">http://industrial.omron.com.br/contato/</a> 	<b>Service-Related Inquiries</b> <a href="http://industrial.omron.com.br/contato/">http://industrial.omron.com.br/contato/</a> 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-18:00		
Sales Office	—		



## Japan Desk (Contacts in Japanese)

TEL

UNITED STATES  
+1 614-400-2849

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

##### Product Selection Support



Proof of Concept



Tech Support



Automation Center /Laboratory

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Prime shipping



Tech Support

## 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	Fax	+1-416-286-6648
Website	<b>Inquiry Form</b> <a href="https://automation.omron.com/en/ca/contact-us.html">https://automation.omron.com/en/ca/contact-us.html</a> 	<b>Service-Related Inquiries</b> <a href="https://automation.omron.com/en/ca/support/services/index.html">https://automation.omron.com/en/ca/support/services/index.html</a> 	
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:00		
Sales Office	Montreal TEL:+1-514-763-2131		



### Japan Desk (Contacts in Japanese)

TEL

UNITED STATES  
+1 513-335-6927

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Equipment Optimization Support



Migration/Replacement of Discontinued Products

##### Product Selection Support



Proof of Concept



Tech Support

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

## MEXICO

Supported languages / Spanish, English

Sales HQ	OMRON ELECTRONICS DE 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	<b>Inquiry Form</b> <a href="https://industrial.omron.mx/es/contact/contact-us">https://industrial.omron.mx/es/contact/contact-us</a> 	<b>Service-Related Inquiries</b> <a href="https://automation.omron.com/en/mx/support/services/index.html">https://automation.omron.com/en/mx/support/services/index.html</a> 	
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:30		
Sales Office	Monterrey TEL:+52-81-1156-9910 León TEL:+52-1-47-7214-5900		



### Japan Desk (Contacts in Japanese)

TEL

+52-1-47-7214-5900

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

### Service Support Availability

#### For Design

##### New Equipment Design Support



Consultation



Product Training

##### Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

##### Product Selection Support



Proof of Concept



Tech Support



Automation Center /Laboratory

#### For Startup

##### Product Installation Support



On-Site Startup



Prime shipping



Operation /Setup Training



Tech Support

#### For Maintenance

##### Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

##### Breakdown Maintenance/Maintenance Support



On-Site Recovery



Prime shipping



Tech Support





\* The information in this catalog was last updated in June 2019

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**OMRON Corporation Industrial Automation Company**

Kyoto, JAPAN

Contact: [www.ia.omron.com](http://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.**

No. 438A Alexandra Road # 05-05/08 (Lobby 2),  
Alexandra Technopark,  
Singapore 119967  
Tel: (65) 6835-3011/Fax: (65) 6835-2711

**OMRON (CHINA) CO., LTD.**

Room 2211, Bank of China Tower,  
200 Yin Cheng Zhong Road,  
PuDong New Area, Shanghai, 200120, China  
Tel: (86) 21-5037-2222/Fax: (86) 21-5037-2200

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