

## Robot Care

Annual Maintenance Agreement for  
Ensuring the Uptime of the Equipment

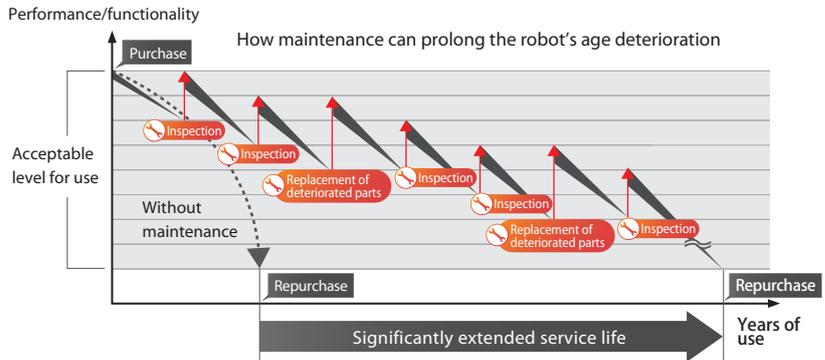
- Expert service you can count on
- Cost-saving flat-rate service package
- Custom options to meet your specific needs



# Retaining robot performance by maintenance inspections is vital to maximize uptime

Mechanical parts wear out and deteriorate when used over time, causing unexpected malfunctions.

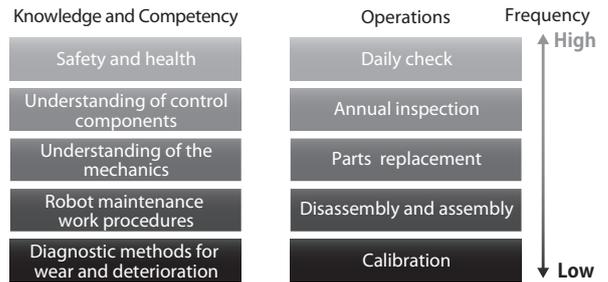
Scheduled inspections can prevent robot failures due to age deterioration and ensure reliable operation.



## Are you facing these problems in maintaining your robots?

### Problem 1 Acquiring robot maintenance skills

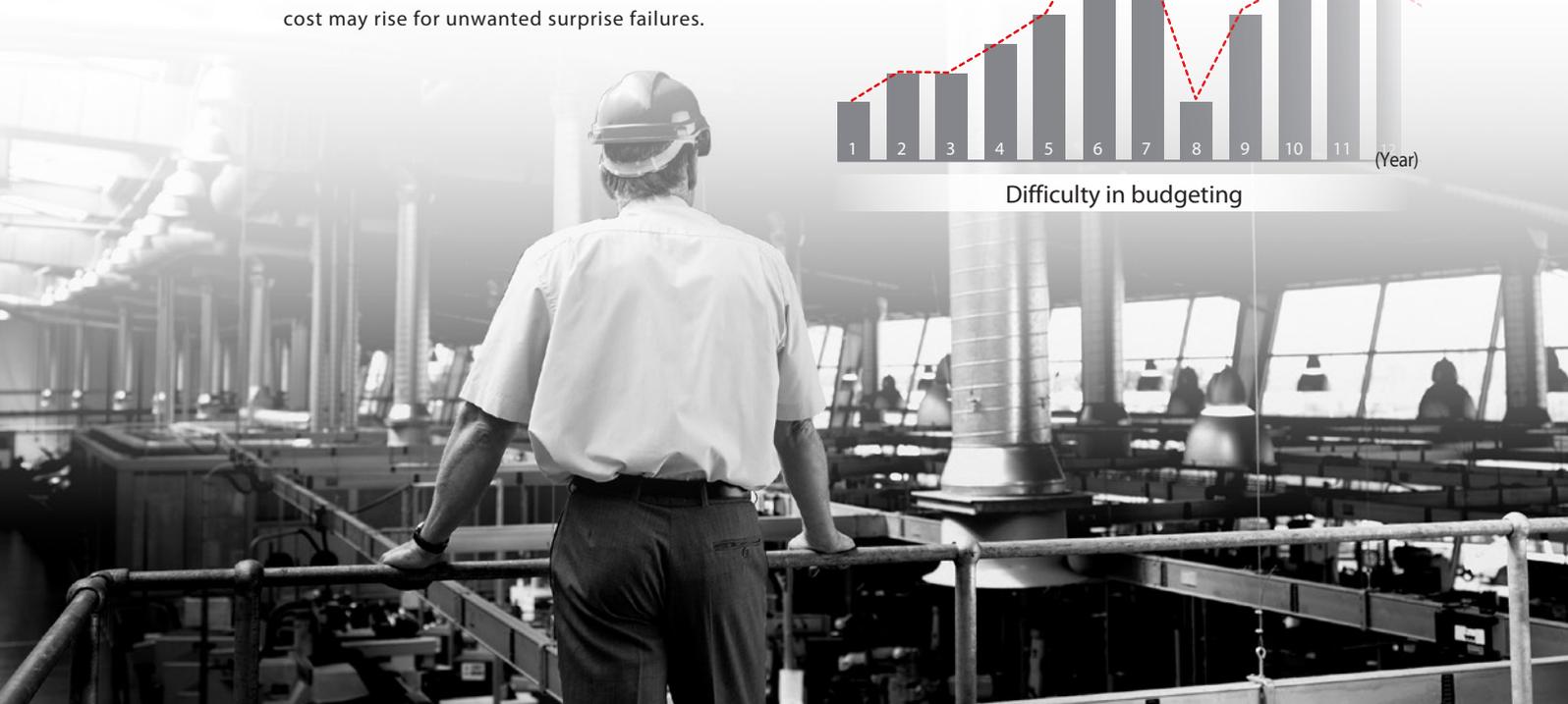
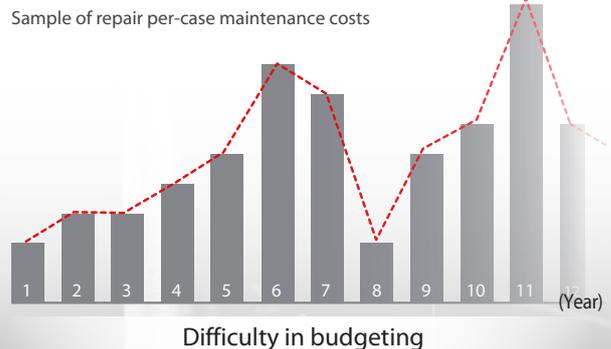
In addition to acquiring the knowledge and skills, operation experience is essential in determining the ideal timing for robot inspection and safe parts replacement. The less frequently performed operations require even more time to acquire.



Knowledge and operation experience are essential to master the skills.

### Problem 2 Unexpected repair costs

It is difficult to forecast the budget when repair costs must be quoted for each failure. Annual maintenance cost may rise for unwanted surprise failures.



# Our regular maintenance service will contribute to longer life and reliable operations

## Robot Care Package

Comprehensive maintenance package providing 3 value propositions.

Value 1

### Expert service you can count on

Our highly trained service engineers will perform maintenance service for the customer. Based on regular maintenance and comprehensive diagnosis, we can perform necessary adjustments and parts replacements. We can also recommend the optimum timing of future maintenance and parts replacement. A regular maintenance by our experienced professionals will contribute to the reliable operation and safety of your robots.

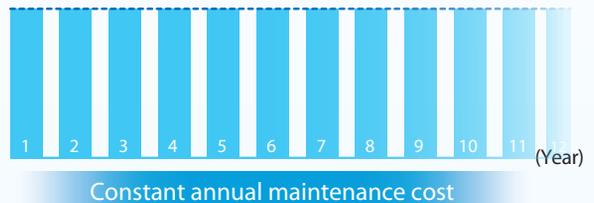


Trained professionals will not miss an alert from the robots.

Value 2

### Cost-saving flat-rate service package

By purchasing the maintenance package beforehand, the annual maintenance cost can be kept at a fixed rate.



\*Sample image of maintenance costs for the all-inclusive package with replacement parts costs and expenses.

Plus

Value 3

### Custom options to meet your specific needs

Customers can not only merit from the comprehensive care services that are included, but can also select optional services to meet the specific requirements of the robots, production lines and maintenance systems.

Example	 Service hours for regular maintenance	Business hours on weekdays	<input checked="" type="checkbox"/> 24/365
	 Cost of Replacement parts	Standard rate	<input checked="" type="checkbox"/> Discounted rate



### Quick recovery support in case of failure

Customers can receive priority assistance with technical inquiries and on-site services. Ensuring the quickest recovery without going through the time-consuming quote-order process.

eCobra®



See the details inside.

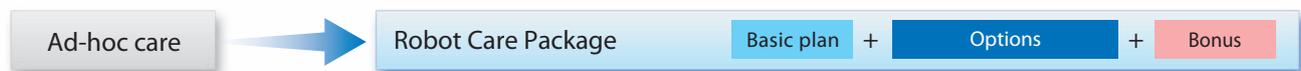
## Robot Care Package

# Providing the maintenance service choices to meet

### Be proactive and subscribe to the annual maintenance service, "Robot Care Package"

"Robot Care Package" is OMRON's annual maintenance service agreement.

You may continue to request standard ad-hoc support as needs arise, but we offer this cost-saving service package that includes the standard ad-hoc care with upgraded service levels. Moreover, you can design your own custom package by adding optional services that are exclusively available for customers that sign up for this package plan in order to meet your specific needs.



List of care services		Ad-hoc care (Request basis)	Robot Care Package				
			Basic plan	Option	Bonus <sup>*1</sup>		
 Regular inspection (Annual)	Labor Cost		Standard rate	Included	See footnote 1.		
	Expenses (Travel, accommodation and shipping expenses)		Standard rate				
	Service hours	Business hours on weekdays	●	●			
		24 hours on weekdays				●	
24/365				●			
 Failure recovery	Labor Cost		Standard rate	Discounted rate <sup>*2</sup>		See footnote 1.	
	Expenses (Travel, accommodation and shipping expenses)		Standard rate				
	Service hours	Business hours on weekdays	●	●			
		24 hours on weekdays					●
		24/365					●
Designated arrival time				●			
 Replacement parts	Periodic replacement parts	Cost of parts replaced during a periodical inspection or a failure recovery	Standard rate	Standard rate	Discounted rate <sup>*2</sup>		
 Telephone assistance	Technical inquiries		●	●			
	Failure recovery request	Business hours on weekdays	●	●			
		24/365			●		
 Inspection coverage	Inspection of other components <sup>*3</sup>				●		
 Logistics	Urgent delivery		Standard rate		Discounted rate <sup>*2,4</sup>		
	Consignment stock <sup>*5</sup>				●		

\*1 The bonus for the package will vary depending on the country where the services are delivered.

\*2 The discount rate for the cost and expenses will vary depending on the country where the services are delivered.

\*3 Limited to the inspection of other OMRON products (e.g., vision sensors).

\*4 Cost of special freight (e.g., chartered freight) are additionally charged.

\*5 Consignment stock is a service in which a customer stores stock of spare parts on its own premises and costs are paid upon usage.

# your specific needs

## Our trained service engineers can take care of your robots

Our highly trained service engineers will help ensure your robot's performance and reliability.



### The Robot Care packages cover these products



Parallel Robot  
Hornet 565  
Quattro 650/800



SCARA Robot  
Cobra 350  
eCobra 600/800  
eCobra 800 Inverted



Articulated Robot  
Viper 650/850

#### Sample regular inspection items

- Tightening torque of robot mounting bolts
- LED display on the status display panel
- Brake operations
- Motor operations

- Fan operations
- Reference positions
- Oil leakage
- Belt tensions

- Wear and damage of the drive shafts
- Tightening torque of the hard-stop
- Arm Integrity
- Platform Integrity

- Damage of the covers
- Line voltage and cable installation
- Connections and damages of cables and air lines
- Encoder battery voltage

**Global Presence**

● Technical office

**Automation Center**  
Kusatsu, Mishima, Seoul, Shanghai, Taipei, Mumbai, Jakarta, Singapore, Bangkok, Barcelona, Chicago

Consult your OMRON sales representative for details of the "Robot Care Package."

**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 ADEPT TECHNOLOGIES, INC.**

4550 Norris Canyon Road, Suite 150, San Ramon, CA 94583 U.S.A.  
Tel: (1) 925-245-3400/Fax: (1) 925-960-0590

**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

Authorized Distributor:

© OMRON Corporation 2017 All Rights Reserved.  
In the interest of product improvement,  
specifications are subject to change without notice.

Cat. No. I829-E1-01

Printed in Japan  
0917(0917)