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.

**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.

**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.

**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**
- **Cost of Replacement parts**
- **Business hours on weekdays**
- **Standard rate**
- **Discounted rate**
- **24/365**

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.
**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

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*1 The bonus for the package will vary depending on the country where the services are delivered.
*2 The services depend on each area.
*3 The discount rate for the cost and expenses will vary depending on the country where the services are delivered.
*4 Limited to the inspection of other OMRON products (e.g., vision sensors).
*5 Cost of special freight (e.g., chartered freight) are additionally charged.
*6 Consignment stock is a service in which a customer stores stock of spare parts on its own premises and costs are paid upon usage.
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
- SCARA Robot
- Articulated Robot
- Collaborative Robot

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

OMRON technical office across the world

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