GLOBAL SERVICE SUPPORT

With our people and technology, we are your partner for innovative manufacturing of tomorrow.

We have the technical capabilities, know-how and field experiences which we have developed in our own factories. Our experts flexibly create the optimum customized solution, depending on a region, environment and process, that caters to specific needs of our customers around the world by selecting from all of our resources and wide variety of products, anytime, anywhere.

About 40 countries
150 locations
GLOBAL SERVICE SUPPORT NETWORK

With our people and technology, we are your partner for innovative manufacturing of tomorrow.

About

40 countries
150 locations

Cross-border Support
The simple solution to your cross-border service needs

AMERICAS
Sales HQ 4 locations
Sales office 7 locations

JAPAN
Sales HQ 1 location
Sales office 27 locations

ASIA PACIFIC
Sales HQ 9 locations
Sales office 22 locations

EUROPE and AFRICA

Asia
Japan
Korea

AMERICAS

Europe
North America

Cross-border Support
The simple solution to your cross-border service needs

AMERICAS

Europe
North America

Cross-border Support
The simple solution to your cross-border service needs
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.

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.

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.

OMRON FACTORY AUTOMATION SERVICE

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Product Evaluation Loan
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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.
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

<table>
<thead>
<tr>
<th>On-Site Startup</th>
<th>Operation /Setup Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>OMRON offers on-site installation, setting, and adjustment of purchased products.</td>
<td>OMRON offers training sessions so that participants can learn product tuning and robot teaching through hands-on experiences.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Prime shipping —For Setup</th>
<th>Technical Support —Product Setup Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>When problems arise at a customer facility, OMRON will deliver the emergency replacement products as required.</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Periodic Inspections</th>
<th>Maintenance Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our engineers visit your production site on a regular basis to carry out various inspections for OMRON products.</td>
<td>OMRON offers annual maintenance contract including periodic inspections and recovery support should a failure occur.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maintenance Contracts</th>
</tr>
</thead>
<tbody>
<tr>
<td>OMRON offers annual maintenance contract including periodic inspections and recovery support should a failure occur.</td>
</tr>
</tbody>
</table>

### Breakdown Maintenance/Maintenance Support

<table>
<thead>
<tr>
<th>Trouble Analysis</th>
<th>On-Site Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>OMRON engineers will visit your facility to investigate and improve the equipment installation environment promptly.</td>
<td>OMRON engineers will be with you for investigation and recovery support such as replacing products.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Repair/Analysis</th>
<th>Prime shipping—For Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>OMRON performs a repair or causal analysis of malfunctioning products sent by customers.</td>
<td>When problems arise at a customer facility, OMRON will deliver the emergency replacement products as required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical Support—On-Site Troubleshooting Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

*Visit our website at www.ia.omron.com and click the Global Network Link for the latest information and updates.*
In Japan, we maintain our Sales Headquarters in Tokyo (Shinagawa), 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.
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
  - Operation/Setup Training
  - 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) ~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.

   ![Diagram of information flow between Japan Customer and Japan Desk representative](image1)

   - Japan Customer
   - Direct contact to the Japan Desk
   - Collaboration
   - Information
   - Direct contact to the Japan Desk
   - 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.

   ![Diagram of technical support flow between Japan Customer and Japan Desk representative](image2)

   - Japan Customer
   - Overseas Customer in other country
   - Direct contact to the Japan Desk
   - Traveling/working overseas
   - Service support
   - Local service support team

*Visit our website at www.ia.omron.com and click the Global Network link for the latest information and updates.*
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.

WEB SERVICES

We offer a variety of web services to support your business. For more information, please visit our website.

Sales HQ
OMRON INDUSTRIAL AUTOMATION (CHINA) CO., LTD.

Address
Room 2211, Bank of China Tower, 200 Yin Cheng Zhong Road, PuDong New Area, Shanghai, 200120, China

Phone
+86-21-6023-0333 Fax +86-21-5037-2388

Website
Inquiry Form https://www.ia.omron.com.cn/webservice
Service-Related Inquiries https://www.ia.omron.com.cn/service-introduction

Business hours
Monday-Friday (Excluding public holidays) 8:45-12:00, 13:00-17:45

Sales Office

<table>
<thead>
<tr>
<th>&lt;North China and Northeast&gt;</th>
<th>&lt;Eastern&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beijing TEL:+86-10-5739-5399 Changsha TEL:+86-731-8458-5551</td>
<td></td>
</tr>
<tr>
<td>Tianjin TEL:+86-22-8319-1580 Chengdu TEL:+86-28-8676-5345</td>
<td></td>
</tr>
<tr>
<td>Qingdao TEL:+86-532-6677-5819 Chongqing TEL:+86-23-6879-6406</td>
<td></td>
</tr>
<tr>
<td>Jinan TEL:+86-531-8292-9795 Guiyang TEL:+86-851-84812320</td>
<td></td>
</tr>
<tr>
<td>Taiyuan TEL:+86-351-479-5118 Xi'an TEL:+86-29-8885-1505</td>
<td></td>
</tr>
<tr>
<td>Shenyang TEL:+86-24-3994-8181 Taiyuan TEL:+86-991-519-8587</td>
<td></td>
</tr>
<tr>
<td>Changchun TEL:+86-3131-8311 Shenyang TEL:+86-24-2281-5132</td>
<td></td>
</tr>
</tbody>
</table>

Supported languages/Chinese, English

CHINA-mainland

Japan Desk (Contact in Japanese)

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.

Visit our website at www.ia.omron.com and click the Global Network link for the latest information and updates.
# GREATER CHINA

## Sales Office

<table>
<thead>
<tr>
<th>City</th>
<th>Tel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hangzhou</td>
<td>TEL:+86-571-8765-2855</td>
</tr>
<tr>
<td>Ningbo</td>
<td>TEL:+86-574-2788-8220</td>
</tr>
<tr>
<td>Wenzhou</td>
<td>TEL:+86-577-8891-9195</td>
</tr>
<tr>
<td>Hefei</td>
<td>TEL:+86-551-6363-9629</td>
</tr>
<tr>
<td>Nanchang</td>
<td>TEL:+86-791-8630-4711</td>
</tr>
<tr>
<td>Guangzhou</td>
<td>TEL:+86-20-8755-7798</td>
</tr>
<tr>
<td>Dongguan</td>
<td>TEL:+86-769-2242-3200</td>
</tr>
<tr>
<td>Shenzhen</td>
<td>TEL:+86-755-2694-8238</td>
</tr>
<tr>
<td>Foshan</td>
<td>TEL:+86-757-8330-5268</td>
</tr>
<tr>
<td>Zhongshan</td>
<td>TEL:+86-760-8822-4545</td>
</tr>
<tr>
<td>Shantou</td>
<td>TEL:+86-754-8870-6001</td>
</tr>
<tr>
<td>Fuzhou</td>
<td>TEL:+86-591-8808-8551</td>
</tr>
<tr>
<td>Xiamen</td>
<td>TEL:+86-592-268-6709</td>
</tr>
<tr>
<td>Nanning</td>
<td>TEL:+86-771-553-1371</td>
</tr>
<tr>
<td>Hongkong</td>
<td>TEL:+852-2375-3827</td>
</tr>
</tbody>
</table>

## 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

### For Startup

- Product Installation Support
  - On-Site Startup
  - Prime shipping

### For Maintenance

- Preventive Maintenance/Maintenance Support
  - Periodic Inspections
  - Maintenance Contracts
  - Maintenance Training

- Breakdown Maintenance/Maintenance Support
  - Trouble Analysis
  - On-Site Recovery
  - Repair/Analysis

### Product Selection Support

- Prime shipping
- Tech Support
- Automation Center/Laboratory

---

### TAIWAN

Sales HQ
OMRON TAIWAN ELECTRONICS INC.
6F, Home Young Bdg., No.363, Fu-Shing N.Road, Taipei, Taiwan R.O.C.

Phone: +886-2-2715-3331
Fax: +886-2-2712-6712

Website
- Inquiry Form: [https://www.omron.com.tw/contact/form/tw](https://www.omron.com.tw/contact/form/tw)
- Service-Related Inquiries: [https://www.omron.com.tw/support](https://www.omron.com.tw/support)

Business hours
Monday-Friday (Excluding public holidays)
8:30-18:00

Sales Office

- 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.

---

*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.*

OMRON Global Service Support.
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.

**Inventory Centers**
- Singapore
- Thailand
- Bangalore
- Indonesia
- Jakarta

**SINGAPORE**

**Supported languages:** English, Chinese

**Sales HQ**
OMRON ELECTRONICS PTE. LTD.

**Address**
438A Alexandra Road, #05-05/08, Alexandra Technopark, Singapore 119967

**Phone**
+65-6-547-6789  
**Fax**
+65-6-547-6769

**Website**
Inquiry Form: https://www.omronap.com/service_support/customer_service/feedback_nonmember.asp  
Service-Related Inquiries: http://www.omronap.com/service_support/main.asp

**Business hours**
Monday-Friday (Excluding public holidays) 8:30-17:15

**Service Support Availability**

**For Design**
- New Equipment Design Support
  - Consultation
  - Product Training
- Product Selection Support
  - Product Evaluation Loan
  - Proof of Concept
  - Automation Center/Laboratory

**For Startup**
- Product Installation Support
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  - Prime shipping
- Tech Support

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- 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**
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

*Visit our website at www.ia.omron.com and click the Global Network link for the latest information and updates.*
# AUSTRALIA

**Supported languages:** English

**Sales HQ**
OMRON ELECTRONICS PVT.LTD.

**Address**
UNIT 6, 108 SILVERWATER ROAD SILVERWATER SYDNEY NSW 2128
AUSTRALIA

**Phone**
+61-2-9878-6377  Fax +61-2-9878-6981

**Website**
Inquiry Form

**Business hours**
Monday-Friday (Excluding public holidays) 8:30-17:00

**Sales Office**
Brisbane/Melbourne/Adelaide  TEL:1300-766-766 (In Australia)

<table>
<thead>
<tr>
<th>Service Support Availability</th>
<th>For Design</th>
<th>For Startup</th>
<th>For Maintenance</th>
</tr>
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<tbody>
<tr>
<td><strong>New Equipment Design Support</strong></td>
<td>Consultation</td>
<td>Product Training</td>
<td>Product Training</td>
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<tr>
<td><strong>Proof of Concept</strong></td>
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<td></td>
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<tr>
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<td>Prime shipping</td>
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<td><strong>Prime shipping</strong></td>
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<td></td>
<td>Tech Support</td>
</tr>
</tbody>
</table>

*Visit our website at www.au.omron.com and click the Global Network link for the latest information and updates.*

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# INDIA

**Supported languages:** Hindi, English

**Sales HQ**
OMRON AUTOMATION PRIVATE LIMITED

**Address**
THE QUBE 5th Floor, Unit No. 501-504, M V Road, Marol, Andheri(EAST)
Mumbai-MH-400059, India

**Phone**
+91-22-7128-8400  Fax +91-22-7128-8401

**Website**
Inquiry Form
https://www.omron-ap.co.in/service_support/customer_service/feedback_nonmember.asp

**Business hours**
Monday-Friday (Excluding Public Holiday) 9:00-17:30

**Sales Office**
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
Coimbatore  TEL:+91-422-4203020
Hyderabad  TEL:+91-40-2770-7544

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<td></td>
<td>Tech Support</td>
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</tbody>
</table>

*Visit our website at www.in.ap.omron.com and click the Global Network link for the latest information and updates.*

---

# MALAYSIA

**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_singapore@omron.com

---

# NEW ZEALAND

**TEL**
+64-9-366-2100

*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

---

# SINGAPORE

**TEL**
+65-6272-2222

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

**MAIL**
japandesk_singapore@omron.com

---

# ASIA PACIFIC

**TEL**
+63-2-811-8000

*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
ASIA PACIFIC

INDONESIA

Supported languages: Bahasa Indonesia, English

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

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

MALAYSIA

Supported languages: Malay, English, Chinese

Sales HQ: OMRON ELECTRONICS SDN. BHD.
Address: Unit 1101, Level 11, Uptown 1, No. 1, Jalan SS21/58, Damansara Uptown, 47400 Petaling Jaya, Selangor Darul Ehsan, Malaysia
Phone: +60-3-7688-2888  Fax: +60-3-7688-2833
Business hours: Monday-Friday (Excluding Public Holiday) 8:30-17:30
Sales Office: 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
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- 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: +62-21-2949-7500
MAIL: japandesk_indonesia@ap.omron.com

Japan Desk (Contacts in Japanese)
TEL: +60-3-7688-2888
MAIL: japandesk-my@omron.com

Visit our website at www.ia.omron.com and click the Global Network link for the latest information and updates.
NEW ZEALAND

OMRON ELECTRONICS LIMITED

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

Service Support Availability

For Design
New Equipment Design Support Consultation
Proof of Concept
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

OMRON ASIA PACIFIC PTE LTD, MANILA REPRESENTATIVE OFFICE

Sales HQ
Address 2F, Kings Court II Building, 2129 Don Chino Roces Avenue, corner Dela Rosa Street, 1231 Makati City, Metro Manila, Philippines
Phone +63-2811-2831 ~ 34 Fax +63-2811-2583
Website Inquiry Form https://www.omron-ap.com/ph/service_support/customer_service/feedback_nonmember.asp
Business hours Monday-Friday (Excluding Public Holiday) 8:30-17:30
Sales Office

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
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

*Visit our website at www.iaworld.omron.com and click the Global Network link for the latest information and updates.
**ASIA PACIFIC**

### THAILAND

**Sales HQ**
OMRON ELECTRONICS CO., LTD.

**Address**
Rasa Tower 2, 16th Floor, 555 Phaholyothin Road, Kwaeng Chatuchak, Khet Chatuchak, Bangkok 10900, THAILAND

**Phone** +66-2-942-6700  **Fax** +66-2-937-0501

**Website**
- Inquiry Form: [https://www.omronap.co.th/service/support/customer_service/feedback_nonmember.asp](https://www.omronap.co.th/service/support/customer_service/feedback_nonmember.asp)
- Service-Related Inquiries: [https://www.omronap.co.th/service/support/main.asp](https://www.omronap.co.th/service/support/main.asp)

**Business hours**
Monday-Friday (Excluding Public Holiday) 8:30-17:30

**Sales Office**
Rayong TEL:+66-38-346-070

#### Service Support Availability

<table>
<thead>
<tr>
<th>For Design</th>
<th>For Startup</th>
<th>For Maintenance</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Test Support</td>
<td>Tech Support</td>
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<tr>
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<td>Repair/Analysis</td>
</tr>
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<td></td>
<td></td>
<td>Tech Support</td>
</tr>
</tbody>
</table>

### VIETNAM

**Sales HQ**
Omron Vietnam Co. Ltd.

**Address**
6th floor, 789 Tower, 147 Hoang Quoc Viet, Cau Giay, Hanoi, Vietnam

**Phone** +84-24-3556-3444 (Hanoi) +84-28-3920-4338 (Ho Chi Minh)  **Fax** +84-24-3556-3443 (Hanoi) +84-28-3920-4335 (Ho Chi Minh)

**Website**

**Business hours**
Monday-Friday (Excluding Public Holiday) 8:30-17:30

**Sales Office**
Ho Chi Minh TEL:+84-28-3920-4338

#### Service Support Availability

<table>
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<th>For Design</th>
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</table>
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.
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.

Contact your nearest branch/sales office or use the inquiry form on our website to request a cross-border support.

*Visit our website at www.ia.omron.com and click the Global Network link for the latest information and updates.*
**NETHERLANDS**

**Sales HQ**
OMRON ELECTRONICS B.V.

**Address**
Wegalaan 61 2132 JD Hoofddorp The Netherlands

**Phone**
+31-23-568-1100  Fax  +31-23-568-1188

**Website**
Inquiry Form  https://industrial.omron.nl/nl/misc/forms/contact  Service-Related Inquiries  https://industrial.omron.nl/nl/services-support

**Business hours**
Monday-Friday (Excluding public holidays)  8:00-17:00

**Sales Office**
—

### Service Support Availability

#### For Design
- New Equipment Design Support
  - Consultation
  - On-site Environmental Diagnosis
  - Equipment Optimization Support
  - Product Selection Support

#### For Startup
- Product Installation Support
  - On-Site Startup
  - Product Training

#### 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

---

**AUSTRIA**

**Sales HQ**
OMRON Electronics Ges.m.b.H.

**Address**
Liebermannstraße A01 118/116 A-2345 Brunn am Gebirge Austria

**Phone**
+43-2236-377-800  Fax  +49-2173-6800-567

**Website**
Inquiry Form  https://industrial.omron.at/de/misc/forms/contact  Service-Related Inquiries  https://industrial.omron.at/de/services-support

**Business hours**
Monday-Friday (Excluding public holidays)  8:00-17:00

**Sales Office**
—

### Service Support Availability

#### For Design
- New Equipment Design Support
  - Consultation
  - On-site Environmental Diagnosis
  - Equipment Optimization Support
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- Product Installation Support
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- Breakdown Maintenance/Maintenance Support
  - Trouble Analysis
  - On-Site Recovery
  - Repair/Analysis

- Prime shipping
- Tech Support

---

Visit our website at www.ie.omron.com and click the Global Network link for the latest information and updates.
### EUROPE

#### BELGIUM

**Sales HQ**
OMRON ELECTRONICS NV/SA

**Address**
Oktroiplein 1 B 601 9000 Gent Belgium

**Phone**
+32-2-466-2480

**Website**
Inquiry Form (Dutch)
https://industrial.omron.be/nl/misc/forms/contact

**Business hours**
Monday-Friday (Excluding public holidays) 8:00-17:00

**Service Support Availability**

<table>
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<tr>
<td>Tech Support</td>
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</tr>
</tbody>
</table>

#### CZECH REPUBLIC

**Sales HQ**
OMRON ELECTRONICS SPOL. S.R.O.

**Address**
Jankovcova 53, 170 00 Praha 7 Czech Republic

**Phone**
+420-234-602-602

**Website**
Inquiry Form
https://industrial.omron.cz/cs/misc/forms/contact

**Business hours**
Monday-Friday (Excluding public holidays) 8:00-16:00

**Service Support Availability**

<table>
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</tr>
</tbody>
</table>

**Japan Desk (Contacts in Japanese)**

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

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

---

*Visit our website at www.ie.omron.com and click the Global Network link for the latest information and updates.*
### EUROPE

<table>
<thead>
<tr>
<th>Sales HQ</th>
<th>OMRON ELECTRONICS S.A.S.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>14 rue de Lisbonne 93561 Rosny Sous Bois cedex France</td>
</tr>
<tr>
<td>Phone</td>
<td>0-825-825-679 (In France) +33-1-5663-7000 Fax +33-1-48-55-90-86</td>
</tr>
<tr>
<td>Website</td>
<td>Inquiry Form <a href="https://industrial.omron.fr/fr/misc/forms/contact">https://industrial.omron.fr/fr/misc/forms/contact</a> Service-Related Inquiries <a href="https://industrial.omron.fr/fr/services-support">https://industrial.omron.fr/fr/services-support</a></td>
</tr>
<tr>
<td>Business hours</td>
<td>Monday-Friday (Excluding public holidays) 8:30-12:00;13:30-18:00;Monday-Thursday 8:30-12:00;13:30-17:00 (Friday)</td>
</tr>
<tr>
<td>Sales Office</td>
<td>Lyon/Nantes TEL:0-825-825-679 (In France)</td>
</tr>
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</table>

#### 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

**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

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### GERMANY

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

#### Service Support Availability

**For Design**
- New Equipment Design Support
  - Consultation
  - On-site Environmental Diagnosis
  - Product Training

**Equipment Optimization Support**
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- Migration/Replacement of Discontinued Products

**Product Selection Support**
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- Tech Support

**For Startup**
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**For Maintenance**
- Preventive Maintenance/Maintenance Support
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  - Maintenance Contracts
  - Maintenance Training

- Breakdown Maintenance/Maintenance Support
  - Trouble Analysis
  - On-Site Recovery
  - Repair/Analysis

- Prime shipping
- Tech Support

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*Visit our website at www ia omron com and click the Global Network link for the latest information and updates.*
**HUNGARY**

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

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

### 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

**ITALY**

Sales HQ  
OMRON ELECTRONICS S.P.A.
Address  
Viale Certosa 49 20149 Milano Italy
Phone  
+39-02-326-81  Fax  
+39-02-326-8282
Website  
Inquiry Form  
https://industrial.omron.it/tr/misc/forms/contact  
Service-Related Inquiries  
https://industrial.omron.it/tr/services-support
Business hours  
Monday-Friday (Excluding public holidays)  8:30-12:30, 13:30-17:30
Sales Office  

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
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- Tech Support

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- Product Installation Support
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### 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

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*Visit our website at www.la.omron.com and click the Global Network link for the latest information and updates.*
NORWAY

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

Service Support Availability

**For Design**
- New Equipment Design Support
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**For Startup**
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  - Maintenance Contracts
- Breakdown Maintenance/Maintenance Support
  - Trouble Analysis
  - On-Site Recovery
  - Repair/Analysis
- Prime shipping
  - Tech Support

POLAND

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

Service Support Availability

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  - Tech Support

**For Startup**
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  - 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
RUSSIA

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

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
  - Operation/Setup Training
  - Tech Support

For Maintenance
- Preventive Maintenance/Maintenance Support
  - Periodic Inspections
  - Maintenance Contracts
- Breakdown Maintenance/Maintenance Support
  - Trouble Analysis
  - On-Site Recovery
  - Repair/Analysis
  - Tech Support

SPAIN

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

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
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  - 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
EUROPE

Proof of Concept
Remediation/Additional

OMRON ELECTRONICS AB
Knarramsgatan 15, 164 40 Kista, Sweden
+46-8-632-3500 Fax —

Inquiry Form
https://industrial.omron.se/SW/misc/forms/contact
Service-Related Inquiries
https://industrial.omron.se/SW/services-support

Monday-Friday (Excluding public holidays) 8:00-16:30
Göteborg TEL: +46-8-632-3500 Malmö TEL: +46-8-632-3500

Consultation On-site Environmental Function Designing
New Equipment Design Support
Product Selection Support
Proof of Concept
Tech Support

On-site Startup Prime shipping
Product Installation Support
Tech Support

On-Site Startup Prime shipping
Preventive Maintenance/Maintenance Support
Preventive Maintenance/Maintenance Support
Prime shipping
Tech Support

Breakdown Maintenance/Maintenance Support
Breakdown Maintenance/Maintenance Support
Prime shipping
Tech Support

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OMRON Global Service Support
### TURKEY

**Sales HQ**: OMRON ELECTRONICS LTD.  
**Address**: Burhaniye Mah. Tunuslu Mahmut Paşa Cad. No:10 34676 Üsküdar, İstanbul, Türkiye  
**Phone**: +90-216-556-51-30  
**Fax**: +90-216-556-51-60  
**Website**: Inqury Form [https://industrial.omron.com/tr/misc/forms/contact](https://industrial.omron.com/tr/misc/forms/contact)  
**Business hours**: Monday-Friday (Excluding public holidays) 08:15-17:45  
**Sales Office**: Dubai TEL:+971 4 371 2742

#### Service Support Availability

<table>
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| Equipment Optimization Support | Remediation/Additional Function Designing | Periodic Inspections | Breakdown Maintenance/Maintenance Support |
| Product Selection Support | Migration/Replacement of Discontinued Products | Maintenance Contracts | Prime shipping |
| Proof of Concept | Tech Support | Repair/Analysis | Tech Support |

### UNITED KINGDOM

**Sales HQ**: OMRON ELECTRONICS LTD.  
**Address**: Opal Drive Fox Mlne MK15 0DG Milton Keynes United Kingdom  
**Phone**: +44-1908-258258  
**Fax**: +44-1908-258158  
**Website**: Inqury Form [https://industrial.omron.com/en/misc/forms/contact](https://industrial.omron.com/en/misc/forms/contact)  
**Business hours**: Monday-Friday (Excluding public holidays) 8:00-17:00 (Monday-Thursday) 8:00-16:00 (Friday)  
**Sales Office**: —

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| Equipment Optimization Support | Remediation/Additional Function Designing | Periodic Inspections | Breakdown Maintenance/Maintenance Support |
| Product Selection Support | Migration/Replacement of Discontinued Products | Maintenance Contracts | Prime shipping |
| Proof of Concept | Tech Support | Repair/Analysis | Tech Support |
AFRICA

Sales HQ: OMRON Electronics (Pty) Ltd.
Address: 22 Friesland Drive Longmeadow Office Park South Modderfontein, 1640 South Africa
Phone: +27-11-579-2600  Fax: +27-11-608-3515
Website: Inquiry Form: https://industrial.omron.co.za/en/misc/forms/contact
Service-Related Inquiries: https://industrial.omron.co.za/en/services-support
Business hours: Monday-Friday (Excluding public holidays) 8:00-16:30

SOUTH AFRICA

Service Support Availability

**For Design**
- New Equipment Design Support
- On-site Environmental Diagnosis
- Equipment Optimization Support
- Remediation/Additional Function Designing

**For Startup**
- Product Installation Support
- On-Site Startup
- Product Training
- Migration/Replacement of Discontinued Products

**For Maintenance**
- Preventive Maintenance/Maintenance Support
- Periodic Inspections
- Breakdown Maintenance/Maintenance Support
- Trouble Analysis
- On-Site Recovery
- Repair/Analysis
- Prime shipping
- Tech Support

OMRON Global Service Support 27
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.
OMRON Global Service Support

UNITED STATES

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
Business hours: Monday-Friday (Excluding public holidays) 8:00-17:00
Sales Office: —

Service Support Availability

For Design
New Equipment Design Support
- Consultation
- 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

Sales HQ: OMRON ELETRONICA DO BRASIL LTDA.
Address: Alameda Vicente Pinzón, 51-14° andar, Vila Olímpia, CEP:04547-130, São Paulo, Brasil
Phone: +55-11-5171-8920  Fax: —
Business hours: Monday-Friday (Excluding public holidays) 8:00-18:00
Sales Office: —

Service Support Availability

For Design
New Equipment Design Support
- Consultation
- Equipment Optimization Support
- Remediation/Additional Function Designing
- Migration/Replacement of Discontinued Products

Product Selection Support
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- Prime shipping
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OMRON Global Service Support 29
**AMERICAS**

**CANADA**

**Sales HQ**  
OMRON CANADA INC.

**Address**  
100 Consilium Place, Suite 802. Toronto, ON, M1H 3E3 Canada

**Phone**  
+1-416-286-6465  
Fax  
+1-416-286-6468

**Website**  
Inquiry Form  
Service-Related Inquiries  

**Business hours**  
Monday-Friday (Excluding public holidays): 8:30-17:00

**Sales Office**  
Montreal TEL:+1-514-763-2131

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**Service Support Availability**

**For Design**

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**MEXICO**

**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**  
Inquiry Form  
https://automation.omron.com/en/mx/contact/contact-us.html  
Service-Related Inquiries  

**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

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

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In the interest of product improvement, specifications are subject to change without notice.