

## Complete robotic care

Global service solutions



- Protect your capital assets with regular, scheduled maintenance
- Preserve your productivity gains from your Omron robot
- Eliminate the guesswork from your maintenance and repair budget

# Omron's Complete Care Service

Omron provides all the support you need to maintain your robot in a single comprehensive program:

- Regular annual Wellness Visits for preventive maintenance
- Spare Parts for Repairs
- Priority Field Service Support
- Premium Technical Support

Our Complete Care service program enables you to accurately budget for your maintenance requirements while protecting your capital investment, prolonging its life span and maximizing your productivity.



## Complete Service to Optimize Your Warranty

All robots manufactured by Omron already include a comprehensive two-year parts/one-year labor warranty.

Complement your warranty coverage with our Complete Care Service Program, designed to provide additional protection for your investment by optimizing your robot's performance.

What's included?

### Year 1: Annual Wellness Visit

- Our expert, field service team performs all preventive maintenance and ensures that your robot is working to factory specifications.

### Year 2: Priority Field Service & Labor

- In the unlikely event of a robot breakdown, our Complete Care Service includes priority field service dispatch and on-site repair labor.
- This means you'll have access to our Premium Technical Support Team to work with your local team to diagnose and resolve issues.
- If additional on-site support is needed, we dispatch a field service engineer to your facility, and provide all parts to get your robot working at full functionality.



## Continuing Coverage to Protect Production

We know that unscheduled downtimes can lead to production shortfalls, missed quotas, or canceled orders.

Our Complete Care Service package provides uninterrupted, worry-free coverage, even after the end of your warranty period.

What's included?

### Annual Wellness Visit

- Yearly inspection and maintenance of your robot by our factory-trained field service team.
- If our team identifies a problem, we coordinate the repair with your production personnel to avoid costly downtime.

### Priority Field Service, Labor & Materials

- Our post warranty package includes all required parts and labor for field repairs, so you avoid unbudgeted repair charges.
- In the rare case of an unforeseen failure, you have access to our Premium Technical Support Team, as well as priority dispatch of our Field Service Engineers, ensuring rapid robot recovery that resumes production more quickly with fewer disruptions.

## BENEFITS OF COMPLETE CARE



### Benefits of Complete Care

- Full coverage for parts and field service labor
- Annual Wellness service for preventative maintenance
- Fixed, known costs for maintenance and service
- Premium access to our technical support team
- Priority field service engineer dispatch for emergency repairs

## WHAT'S COVERED?



### What is covered with the Complete Care Service Contract?

- **Year 1:** One scheduled Wellness Visit per robot and Premium Technical Support
- **Year 2:** One scheduled Wellness Visit per robot, Premium Technical Support and Priority Field service support.
- **Years 3 - 5:** One scheduled Wellness Visit per robot, Premium Technical Support and Priority Field service support and coverage for all repair parts.

## Complete Care Service Program

	Warranty Period		Continued Coverage		
	Year 1	Year 2	Year 3	Year 4	Year 5
Replacement Parts*	Warranty	Warranty	+	+	+
Priority Field Service Support **	Warranty	+	+	+	+
Premium Technical Support	+	+	+	+	+
Annual Wellness Visit	+	+	+	+	+

## Flexible to Your Needs

To support your business requirements, you can purchase Complete Care coverage at any point during the first 5 years of your robot ownership. For robots not continuously covered, we only require an on site evaluation of your system by one of our field service engineers prior to the start of the Complete Care service.

**Notes:** \*Omron does not cover: Any non-Omron payload hardware, software or infrastructure or damage due to accidents or defects caused by the customer or the working environment.

\*\*Field Service support is limited to 1 unscheduled visit/robot/year. Travel expenses are billed at actual +15% with a total not to exceed price based on location.

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