

**YASKAWA**

# SERVICE OFFERINGS

Quality Service for the Robust Drives



# Introduction

Leading the World over 100 Years, Constantly supporting the  
“Times to come”

YASKAWA is one of the world's largest manufacturers of AC Inverter Drives, Servo and Motion Control, and Robotics Automation Systems. Since 1915, YASKAWA has served the world needs for products to improve global productivity through Automation.

In order to engage in business with its own technology, the company established a creed of “becoming a technology-centered company,” proposed the concept of “mechatronics\*,” ahead of the rest of the world, and has maintained quality-first management with the determination to develop the world's first-in-class and revolutionary technologies and products. Our business hubs are located in 31 countries around the world including Japan, and the production bases are located in 12 countries. We operate a Glocal business which is adapted to each region's characteristics. We are further strengthening our global footprints developing technologies on Mechatronics, Humatronics and Clean Power while retaining our core specialization in Motion Control Technology.

We will continue to evolve technology and contribute to the development of the world through the new solutions.

YASKAWA's Journey in India began with PLC business in 1980 and AC drives Business in 1990 and steadily expanded to accommodate growing customer needs. Today, our Operation spans the length and breadth of the country.

YASKAWA's service wing is equipped with state-of-the-art equipment at our dedicated service center at Bangalore. Apart from the main service center, we have a growing network of 22 Authorized Service Centers spread across India to cater to the service needs of customers.

## Service Profile

How can industries master the challenges in order to be globally competitive and succeed in the world of globalization?

From Industries to Commercial Buildings to Residential Complexes, our Goal is to keep the Processes and Equipment running in the most Energy Efficient, Cost Effective and Troublefree condition.

### Challenges faced by customers today:

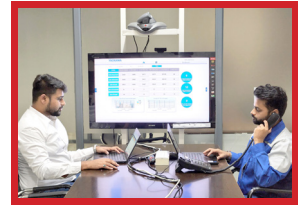
- Low Reliability of the equipments
- Escalating Operation and Capital costs to keep the Processes and Equipment Running
- Rising Energy Prices
- Need to Improve Productivity
- Product Life Cycle Optimization
- Reach and Response of the Supplier

### Answering the challenges - YASKAWA way:

- Reliable and High Quality Products understanding customer's requirement and environment
- Solutions which add value
- Our products are known for their Energy efficiency with special functions for optimizing energy
- Lifetime relationship contract with our customers in terms of AMC
- Access to YASKAWA is made simple and Quick by Hotline and “Service Quick” Web Link
- Study of existing system and provide options of RETROFIT with assurance of Reliability, increase in Productivity and Energy Efficiency

The customized services offered for YASKAWA's D&M&C Products span the entire value chain and life cycle - from identification of technical issue to Retrofit Solution.

The Benefits of using YASKAWA's Services are High Reliability, Low Operational costs and Improved Productivity.



# Adding Value at Each Level With Our Technical Expertise

## 24x7 Technical Support Service

1. Toll free number with dedicated engineer support round the clock at t 1800-102-3699.
2. Direct interaction with YASKAWA engineers for pre-sales or post-sales support.
3. Quickest way to get information on VFD parameters or troubleshooting to keep system under operation.
4. Register your query/issue directly on our service portal: [service.yaskawaindia.in](http://service.yaskawaindia.in).



## Field Support Services

1. Installation and Commissioning support using advanced software tools and a dedicated expert team.
2. Field Emergency support within 24 hours to put back system into operation during failure.
3. On site repair facility available for both VFD and Motion Control Products.
4. Dedicated team to perform site analysis with advanced power analysis equipment and other scope meters.



## Annual Maintenance Contract (AMC)

The core process in prolonging the life cycle of a system and ensuring zero breakdown during operation is the maintenance activity. YASKAWA provides various maintenance contracts with a dedicated "Maintenance Assessment Tool" as basis for selecting the right contract for your system.

1. Non-Comprehensive Contracts.
2. Comprehensive Contracts.
3. Rate Contracts.



## Spare Parts

No service is complete without spare parts. YASKAWA offers spare part support to all its products for up to 10 years after discontinuation of the product. With the Global ERP system, YASKAWA can source parts from warehouses around the globe.

1. Provide warranty on spare parts.
2. Excellent storage condition with shortest delivery time.
3. Dedicated warehouse for spare parts across the country ensures easy availability.



## Repair Center

YASKAWA India has 22 full fledged Authorized Service centers across the country and a dedicated Repair Center at Bangalore facility for advanced repairs.

1. State of the Art test equipment and instruments to perform repairs and test in accordance with YASKAWA's global Quality process for VFDs and Motion Control products.
2. Load test setup up to 315 kW is available in the state of the art facility at Bangalore Service Center.
3. Service Management System (SMS) portal to track live status of repair process of your product.



## Upgrade and Retrofit Solutions

1. YASKAWA offers the best upgrade solutions for systems with quick Return on Investment.
2. Improve performance and extend functionality of the machine.
3. Offer engineered solution with latest generation products and features.
4. Fully equipped team to perform retrofit activities at site with minimum down time.



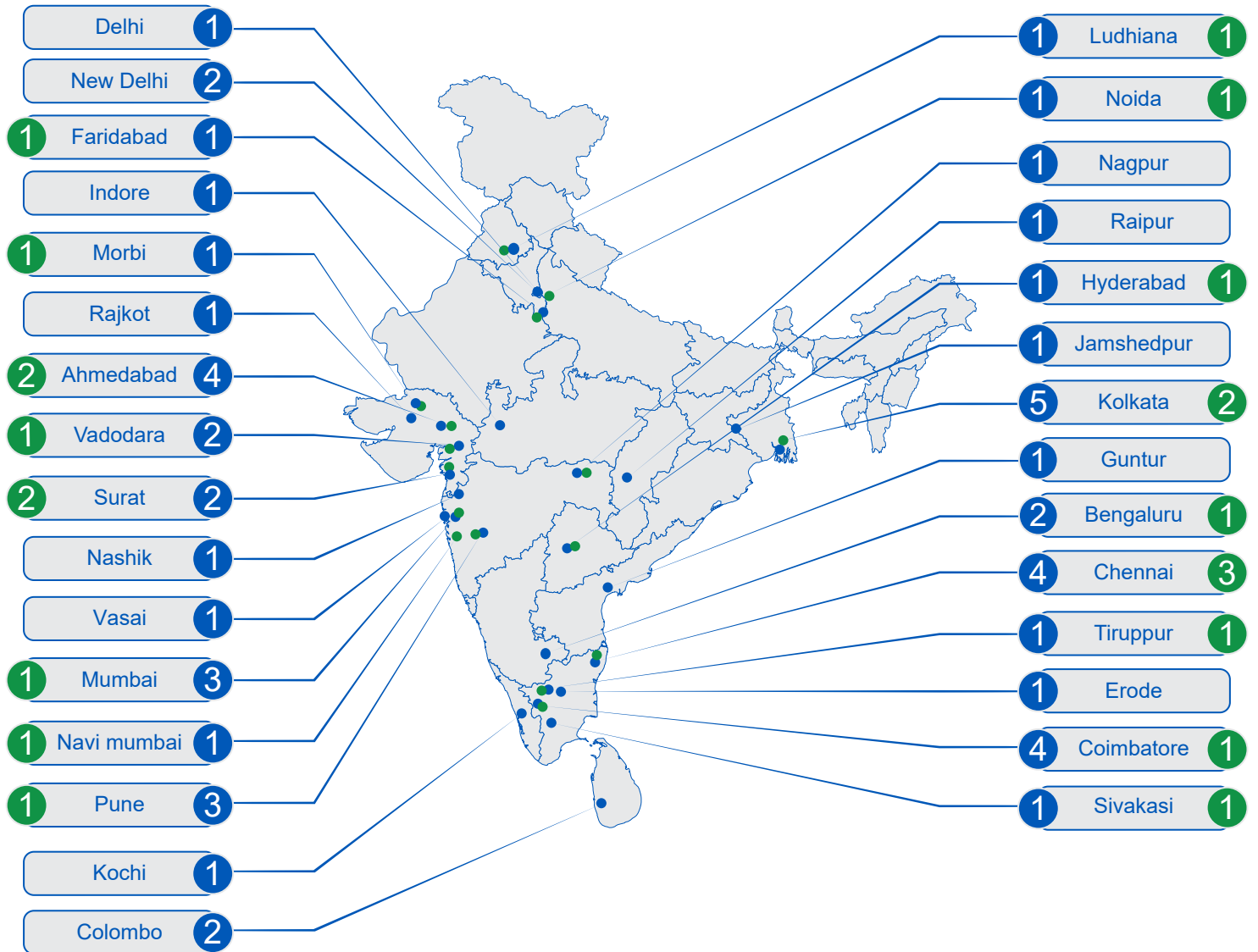
## Training Activities

1. Provide basic and advanced level training on D&M&C products, operation and service by a skilled training team.
2. Portable demo kits for on site training and hands on experiments for products upto 315 kW at Bangalore Facility.
3. Application center with simulation facilities for communication protocols like Profibus, Profinet, Modbus, etc.
4. Customized training solution is also available as per customer requirements.





# YASKAWA INDIA'S NETWORK



Authorized Service Centers

22

52

Authorized Business Partners

**YASKAWA India Pvt. Ltd.**

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Service Quick: <https://service.yaskawaindia.in>

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