

YASKAWA

AFTER-SALES

Optimising Your Robot Performance Is Our Topmost Priority



ABOUT US

YASKAWA India Pvt Ltd. is a subsidiary of more than 100 years old Yaskawa Electric Corporation, one of the world's leading manufacturers in the fields of drive technology, industrial automation and robotics based in Kitakyushu, Japan founded in 1915.

Our comprehensive team's continued dedication, success and outstanding reputation has been driving YASKAWA to the top. Our patents for the world's fastest robots are amongst many significant achievements, that demonstrates we place quality innovations first.

OVERVIEW OF AFTER-SALES SERVICES

As soon as you consider acquiring an automation solution or robot for your company, that is where we come in.

With many years of expertise in this field, and in-house coverage of all areas, we are able to offer comprehensive services that truly deserve the name Total Solution Support.



Expert Telephonic Support, 24x7

Our Experts are available 24x7 to quickly resolve your Issues

- Help Desk support remote diagnostics and fault analysis to support troubleshooting and address critical emergency situations



YASKAWA Quick

We provide highly advanced Service Portal where Customers can raise queries

Queries may include

- Field Service Request
- Preventive Maintenance
- Engineering Support
- Training

Advantages to customer

- Unique ticket code for the requests
- Can track the updates
- Ticket updates via Email and SMS
- Service portal Address:
<https://service.yaskawaindia.in>



**YASKAWA INDIA: YOUR FIRST CHOICE
FOR AUTOMATION**



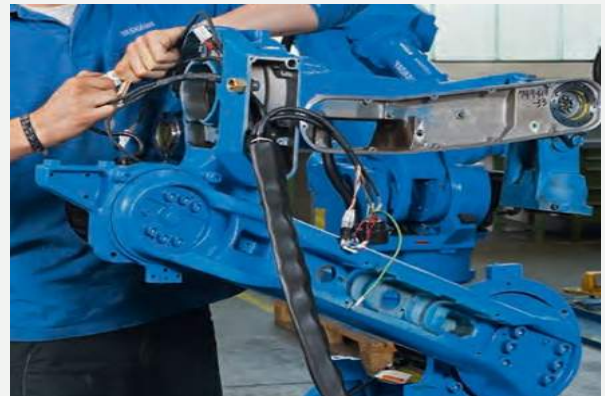
AT YOUR SERVICE

Field Service

Located throughout the India to ensure reliable long-term Robot and its System

Breakdown Support

- Highly skilled technicians diagnose problems remotely on call
- Experience minimal downtime with 24x7 dispatch
- Strategically placed Engineers with a High first-time fix rate
- Optimal time to reach customer site



Programming Support

- Programming tasks are performed by specialized personnel
- Reduction of your manufacturing costs by optimization services
 - Cycle time
 - Cycle time improvement
 - Robot program
 - Robot macro program development
 - Third party welder interface support
- Increase productivity



Robot Quick Health Check

Humans need Check-ups and so do Robots, providing optimal all-round Support

- Quick Visual inspection of the manipulator and controller
- Analysis reports with recommendation



Spare Parts

Minimize the “Downtime” and keep your “Product Running”

- We ensure to keep your Robots running while production without any breakdown, with readily available full stock of spares at your nearest location, present 24x7



Yaskawa India warehouse with spare parts stock



Yaskawa India is the 100% subsidiary of Yaskawa Electric Corporation, Japan. There are no other authorized dealers in India who deal with Yaskawa products. If you buy Yaskawa products other than Yaskawa India, then Yaskawa India shall not extend any warranty support or service for those products.

SERVICE IS A MATTER OF ATTITUDE

AMC / PM Menu (Life Cycle Management)

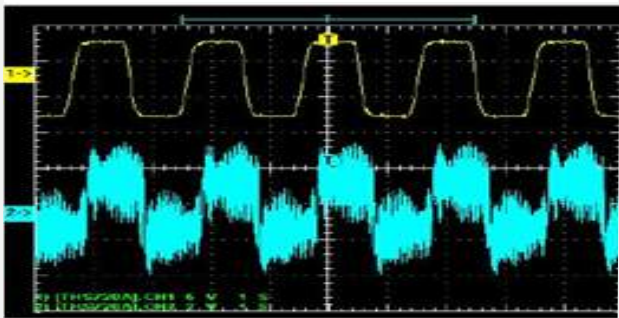
- Grease Exchange/Supplement
- Grease Metal Dust Analysis
- Speed and Torque Analysis
- Backlash Test Analysis
- Servo Amp Diagnosis
- Motor Brake Performance Analysis



Speed and Torque Analysis

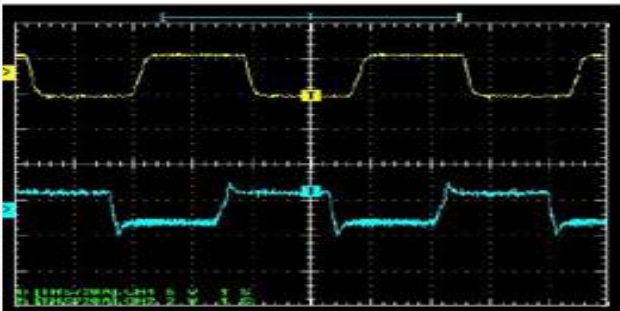
Know condition of Reducers in advance!

T-AXIS RESULT:
FAIL (SEVERE VIBRATION)



Speed and Torque Analyses Example

T-AXIS RESULT:
PASS (VERY LITTLE VIBRATION)



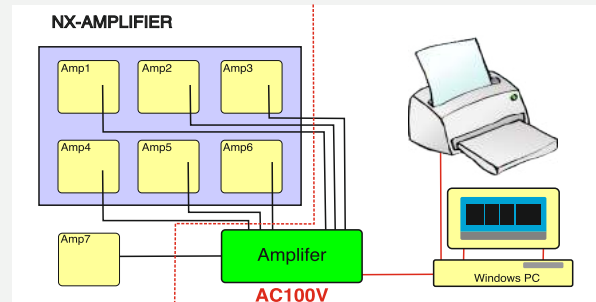
- Used to evaluate excessive wear & tear in reducers
- Customer has an option to choose only this analysis program or choose a customized AMC contract
- Yaskawa provides a detailed analysis report

Servo Amplifier Diagnosis

Prevent the sudden failures caused by Amplifier with our new service

- Possible to make diagnosis single piece of AMP or AMP unit
- Possible to detect signs such as motor vibration etc, from over current, servo tracking error, collision detection as major fault mode

Investigation Method of Amplifier



Robot Battery Diagnosis

Is your Robot's battery up for the task?

- To measure the battery voltage level or to find any breakage of wire is used
- If the battery is not replaced at regular interval of time, it will cause the loss of the Robot data and positions information

Battery Diagnosis kit & Voltage Measuring Device



Motor Brake Performance Analysis

Check whether an Overhaul is required or not!

- The wear state of the brake pad (lining) is judged
- The result of which the lowest suction voltage of the brake and the maximum release voltage (the brake rock voltage) were gauged

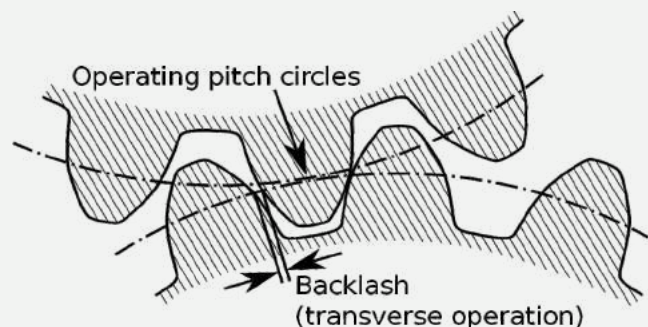


Accumulation of wear powder

Backlash Test Analysis

Frequently check the condition of the Gear Reducers in Robot

- Uses a dial indicator to determine the amount of backlash of all axis reduction gear
- Maximum backlash amount is defined for the reduction gear used for the robot, by comparing the backlash amount with periodically measured backlash amount



Grease Exchange & Grease Metal Dust Analysis

Developed for durability-evaluation of Reducers

- Prevent wear & tear of Reduction gear
- Prevents premature failure of gears
- Reduces the heat generation between gears
- Provides smooth functioning of gears
- Increase the running life of Robot
- Remove metallic dust from grease chamber

“GREASING ACTIVITY TO BE CARRIED OUT REGULARLY AS PER SERVICE INTERVALS RECOMMENDED IN THE ROBOT MANUALS”



Grease Replenishment

EMPOWERING YOUR “ROBOT ACCURACY” AND MAKE “ROBOT CONSISTENT” MORE

MotoCalV EG

MotocalV EG is a software tool that provides five different calibration utilities which improve the absolute positioning accuracy, tool center point (TCP), and tool posture of Yaskawa product.

- Robot calibration
- Tool calibration
- Tool Posture calibration



TRAINING IS THE FASTEST INVESTMENT IN FUTURE

YASKAWA Academy

Our modular training program includes courses for nearly all applications, i.e, Basic programming, advanced programming, maintenance, concurrent I/O, and customized Training. Our courses are both theoretical & practical, classroom instructions combines with hands-on training.

“FOCUS ON KNOWLEDGE AND EDUCATION : YASKAWA ACADEMY”



FOR YOUR PEACE OF MIND

Teach Pendant Repairing

Avoid high replacement costs with Yaskawa Repair Services

- Our huge component level inventory of Genuine Original Parts ensures longevity of repairs and delivers highest MTBF
- Six Months Warranty of Repair Parts

Overhaul

Get a beautiful pendant by "Case Overhaul"
Recommend to use this service when a pendant case get broken,
we make it as good as a new one.



Wrist-Unit Overhauling

Prevent Paint Robot wrist gear deterioration by performing Wrist-Unit Overhauling at right intervals

- Adjustment of backlash within the premissible limit
- Cleaning of paint fumes from wrist
- Removal of play between gears
- Prevents premature breakage of gears of wrist
- Keep the gears running smooth



Robot Overhauling

Increase your Robot Lifetime by overhauling at Right Intervals

Your Yaskawa Robot is at the heart of your existing production line. This is why we do our utmost to ensure that you enjoy the assurance of reliable production with our speciality designed overhaul program offering you this ultimate assurance.

“ WHEN REQUIRED : AT 36000 SERVO HOURS
YOUR ROBOT IS OVERHAULED IN HOUSE AT YASKAWA ”

Manipulator Overhaul

- Exchange after inspection of all necessary bearings and gear units
- Grease analysis and evaluation of the condition of the gear unit
- Exchange of cable harnesses
- Cleaning and repainting
- ABS data calculation and robot calibration
- Re-filling of grease
- Battery change
- 24-hour test run

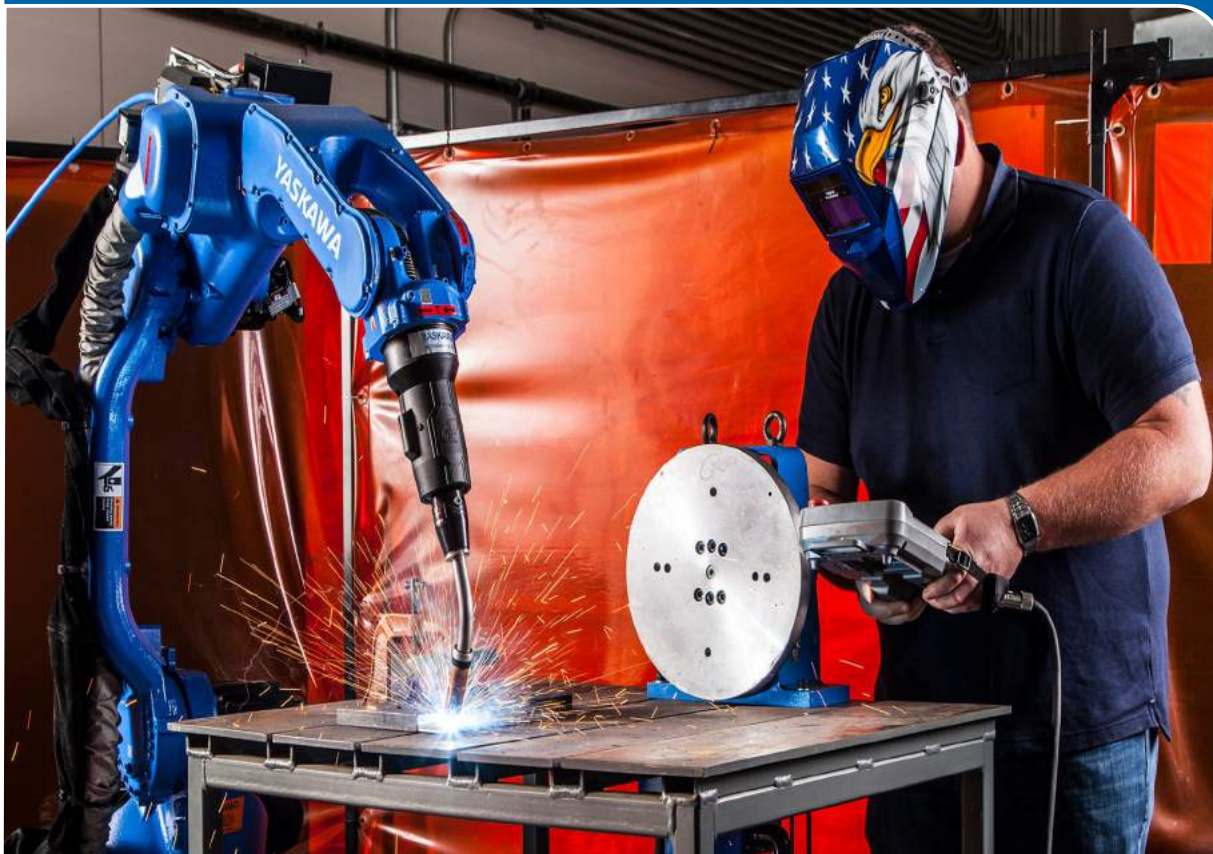


Controller Overhaul

- Overhaul and inspection with exchange of all wearing parts such as fans and ventilators
- Battery Change
- Cable and PP replacement or repair
- Software and hardware diagnosis with our diagnostic system
- Optional software updated



Your Productivity Partner



Branch Offices:

A) AHMEDABAD :

GF 20 & FF 19, Vraj Valencia,
Behind Mahindra Showroom,
Sola Bridge, SG highway,
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