



# Quality is more than numbers

It's more than our Time-Between-Failures measured in decades...

It's more than our deviations from standard measured in parts per million...

It's more than our ISO 9001:2000 registration, Deming Award, and Kaizen operations.

True quality is the total experience you have with Yaskawa people and products.

It's about new technologies in Drives and Motion Control that give you more performance and more reliability. It's about knowledgeable sales people, dependable delivery, and experienced technical support.

Every day, we work to make your Yaskawa experience the best in the industry. That's our Drive for Quality.



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# QUALITY CUSTOMER SUPPORT



# Quality Products and Quality Service – Exceeding the Needs of our Customers



## Global Field Service

***Yaskawa's certified field assistance is available globally, whenever and wherever you need it.***

Not only will you be quickly up and running, but our service engineers will educate your team about the Yaskawa products on your machines.

We protect your investment beyond your immediate needs to maximize your machine's life cycle. Regardless of where in the world you send your equipment, Yaskawa can arrange for field support.

## Factory Repair, Exchange Inventory, and Parts

***Yaskawa has the best repair turnaround, best repair warranty, and best repair pricing in the industry.***

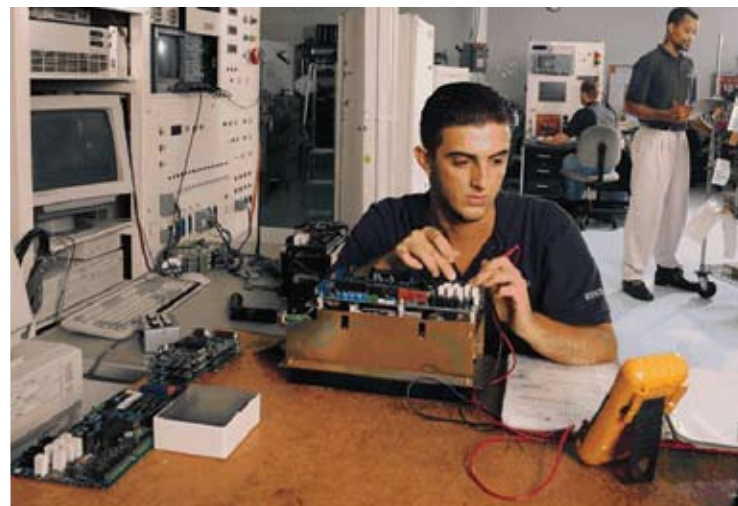
Our team of certified repair specialists will repair your Yaskawa products using original parts and factory tested procedures in our state-of-the-art repair facility to ensure your products are returned in perfect working order.



Our service includes the latest software and Engineering Change Order upgrades, a thorough cleaning, and a full evaluation of all boards and component items. These repair services are also accompanied by the best warranty in the industry.

Depending on the nature of your repair need, you can select from the following repair options:

- Standard repair
- Rush repair
- Emergency repair
- Immediate exchange



### Exchange Inventory

Recognizing that maximizing uptime is critical, Yaskawa has the broadest range of exchange inventory in the industry that can be shipped at any time and to any location.

### Parts Inventory

Unlike others who attempt to provide you with low quality replacement parts, Yaskawa's high regard for quality enables us to support your investment with the largest inventory of factory authorized replacement parts.

## Retrofit

***Yaskawa offers the largest range of easily installable retrofit kits for legacy products.***

Unlike the competition, Yaskawa does not feel you should be forced to buy new equipment. Your equipment investment options should be your choice. When replacement components are necessary, we can assist you in retrofitting with turnkey solutions centered on maximizing uptime to help extend the life of your machine.

## Extended Warranty

***Yaskawa provides various types of extended warranties allowing you to choose what is best for your situation.***

Although our customers recognize that Yaskawa provides the highest quality products, they realize that demanding applications may result in service issues. As a result, some customers want added protection through extended warranties. Yaskawa offers protection for your investment through service contracts, "parts-only" contracts, and extended period contracts.

## Preventative Maintenance

***Yaskawa can provide back-up support to assist you with your preventative maintenance requirements.***

Your needs and the environment of your equipment determine your optimal preventative maintenance program. Some of our customers request scheduled visits from our certified engineers as part of their program. Others want us to simply identify problem areas and provide advice on how to reduce their maintenance costs. Whatever preventative maintenance you need, Yaskawa can accommodate it.



## Product Training

***Trained individuals serve as your first line of defense against maintenance emergencies by maximizing uptime.***

Yaskawa provides standard and customized training classes on all products to prepare your service personnel to handle any troubleshooting situation. All Yaskawa training classes utilize a "learn by doing" philosophy, emphasizing "hands on" activities and demonstrations. Training can be delivered a number of ways, from factory training classes and customer site classes to live web classes and eLearning Modules. Investing in trained service personnel will reduce your downtime and increase your productivity.

## Technical Phone Support

***Unlike our competitors, Yaskawa provides technical phone support at no charge to our customers.***

Yaskawa provides Customer Technical Support utilizing certified engineers to answer your questions quickly and effectively. These engineers are supported by an online global knowledgebase that can be accessed by our customers from the Support section of our Web site ([www.yaskawa.com](http://www.yaskawa.com)).

