



CNC SYSTEMS



ROBOTS



ROBODRILL



ROBOSHOT



ROBOCUT

FANUC

CNC Service packages

		BASIC	ADVANCED	PREMIUM
FIELD SERVICE & MAINTENANCE SERVICES				
MyFANUC	Information portal with technical instructions	●	●	●
Inspection	Periodic inspection including labor fees and needed parts		●	●
FANUC Care	Prioritised repair service including labour fees, spare parts and initial installation check			●
TECHNICAL SUPPORT				
Hotline	Technical telephone support within local business hours	●	●	●
Assisted Reality	Expert remote support with the assisted reality solution FAR		●	●
Prioritisation	Prioritised technical support within local business hours			●
SPARE PARTS SERVICES				
Spare parts delivery	Spare parts ordering and shipment within local business hours	●	●	●
E-Store	Online shop for original FANUC spare parts	●	●	●
PACKAGE EXTENSIONS				
Express support	Extended hotline support & spare parts delivery and special reaction time for Field Service Engineers		Optional add-on	
IoT-Extension	Digital solutions for your FANUC products incl. condition monitoring	Optional add-on		
OPTIONAL SERVICES				
Stock pooling	Stocking of spare parts at a FANUC warehouse			
Consignment stock	Stocking of spare parts at the customer site			
Servo Tuning	Optimisation of servo motor configuration			

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Robot Service packages

		BASIC	ADVANCED	PREMIUM
FIELD SERVICE & MAINTENANCE SERVICES				
MyFANUC	Information portal with technical instructions	●	●	●
Preventive maintenance	Periodic maintenance including labor fees and needed parts		●	●
FANUC Care	Prioritised repair service including labour fees, spare parts and initial installation check			●
TECHNICAL SUPPORT				
Hotline	Technical telephone support within local business hours	●	●	●
Assisted Reality	Expert remote support with the assisted reality solution FAR		●	●
Prioritisation	Prioritised technical support within local business hours			●
SPARE PARTS SERVICES				
Spare parts delivery	Spare parts ordering and shipment within local business hours	●	●	●
E-Store	Online shop for original FANUC spare parts	●	●	●
PACKAGE EXTENSIONS				
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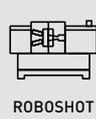
FANUC

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FIELD SERVICE & MAINTENANCE SERVICES				
MyFANUC	Information portal with technical instructions	●	●	●
Preventive maintenance	Periodic maintenance including labor fees and needed parts		●	●
FANUC Care	Prioritised repair service including labour fees, spare parts and initial installation check			●
MEASUREMENT				
Ball bar measurement	Check of ball screws x / y / z - axis, geometry check of machine		●	●
Spindle check	Measurement balancing, clamping force, geometry of spindle		Optional	
5-axis measurement	Only for 5-axis machines, measurement of 3D simulations check		Optional	
TECHNICAL SUPPORT				
Hotline	Technical telephone support within local business hours	●	●	●
Assisted Reality	Expert remote support with the assisted reality solution FAR		●	●
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OPTIONAL SERVICES				
Stock pooling	Stocking of spare parts at a FANUC warehouse			
Consignment stock	Stocking of spare parts at the customer site			
Laser measurement	Measurement of ball screws x & y -axis + adjustments			

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MEASUREMENT				
Clamp unit measurement	Clamp Force and Plate Parallelism Measurement		●	●
Full-Calibration	Injection unit measurement and issuance of a certificate		Optional	
TECHNICAL SUPPORT				
Hotline	Technical telephone support within local business hours	●	●	●
Assisted Reality	Expert remote support with the assisted reality solution FAR		●	●
Prioritisation	Prioritised technical support within local business hours			●
SPARE PARTS SERVICES				
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