

THE FACTORY AUTOMATION COMPANY

FANUC

Customer Service

Global service support with a local face.



Service First 

Dedicated service and technical support throughout the lifetime of your FANUC products

AVERAGE
RESPONSE
TIME
19 h

47
*for 0i-D/F series
years
MEAN TIME
BETWEEN
FAILURES

271
LOCATIONS
WORLD
WIDE

SPARE
PARTS
A V A I L
A B I L I T Y
99,9 %

AVERAGE
DOWN
TIME
26 h

L I F E
T I M E
MAINTENANCE
OF YOUR
F A N U C
P R O D U C T

Service First 

Support you can count on

We understand that the most important thing about using production equipment is reliable operations without any downtime. That's why we help our customers to increase the effectiveness, predictability and uptime of their machines. 'Service First' is the FANUC promise to our valued customers. Wherever you need us, we are there and will do everything required to provide the necessary support.



"FANUC in Europe excels in technical support and service capabilities with approximately 1,000 people dedicated to these two areas. We provide service for as long as the customer uses our products, without time limitation (lifetime maintenance). Currently, our spare parts availability is 99.97 %, while the average processing time for customer service requests within Europe is 25.8 hours (time between initial customer call and completion of service intervention). We are continuously striving to further improve these Key Performance Indicators (KPIs) to satisfy the customer even more."

Shinichi Tanzawa,
President and CEO of FANUC Europe Corporation

Level up your FANUC product skills

Whether you are just starting out or are an experienced user of FANUC equipment, we can offer FANUC Academy courses that will help take your productivity to the next level.



FANUC Training

- Courses available for all FANUC products
- Groups consist of 4-6 people
- Fully equipped training classes
- Theoretical and practical content
- Can take place at your production site
- Online training available

For further information please visit the FANUC Academy website and contact your local branch.
→ www.fanuc-academy.com



Rely on FANUC for the whole life cycle of your equipment

Our team supports and assists you during the whole life cycle of your FANUC product: from first contact, through installation and commissioning, to the end of its service life. We provide solutions for optimisation and reprogramming direct from the manufacturer, delivering sustainable success and extremely low total cost of ownership.

Nobody knows our products better than we do.

LIFETIME SERVICE & SUPPORT



Life Cycle Management

- Technical consultancy during sales process
- Application and technical support
- Preventive maintenance
- Local warranty support
- Service packages
- Re-manufacturing of existing products

Rely on FANUC by using personalised service packages

The highest availability of your automation is vital. We extend MTBF (mean time between failure) and shorten time to repair with our standard preventive, predictive and corrective service packages. We have 271 local offices worldwide. Contact us to receive personalised solutions and a wide range of additional services.

Our personalised service packages are as unique as your business - ask us for what fits for you!

FAR

FANUC Assisted Reality (FAR)

Maximize uptime by remote support – With the help of FAR, we can perform a comprehensive remote diagnosis before sending our service technicians to the site. We can also support technicians remotely during field service or even provide direct support to help the customer fix a problem. In many cases, this capability has already helped to reduce downtime. In other instances, thanks to improved remote diagnostics, the technician did not even need to visit the customer site. FAR helps to save costs because we can often fix simple problems or operating errors remotely.

Online Portal MyFANUC

MyFANUC is your personalised customer portal for all FANUC technical documents, software, video tutorials and other useful materials related to FANUC products.

You can easily register using your company e-mail address, helping you to stay abreast of the latest FANUC updates.

→ <https://my.fanuc.eu/>

TAILOR-
MADE
SOLUTIONS

A photograph of a modern industrial factory floor. Several yellow robotic arms are visible, some in the foreground and others in the background, working on assembly lines. The environment is filled with metal structures, pipes, and industrial equipment. The lighting is bright, typical of a large manufacturing facility.

OUR TARGET: 100% UPTIME

Zero down time with preventive maintenance

To maximise the production life and utilisation of your machines, scheduled maintenance should be undertaken every 3,850 hours or 12 months, whichever comes first. Dedicated FANUC Service Preventive Maintenance contracts help you meet this itinerary, reducing unplanned downtime and helping to ensure your machines keep running.

Increase your production efficiency using predictive maintenance

While production is running well, it is still useful to discover ways of driving improvements. FANUC predictive maintenance precisely monitors the condition of your equipment in order to determine when maintenance is required and where your equipment can perform better. This method of managing your machines over their lifetime reliably predicts breakdowns long before they lead to downtime, elevating your performance to a higher level. Using FANUC Industrial IoT solutions gives you a full range of possibilities to monitor, analyse and make decisions in a convenient way.



Zero Down Time (ZDT)

is the preventive and diagnosis function offered by FANUC. By connecting robots with the Ethernet, ZDT realises a centralised management system of Mechanical Condition Check, Process Status Check, Preventive Maintenance and System Health Check. ZDT analyses robot data to identify required maintenance tasks based on actual robot usage. You can use this information to optimise your overall maintenance costs and schedule the most critical tasks during planned maintenance windows.

FANUC MT-LINK*i*

is a fully scalable, out-of-the-box machine tool monitoring solution that can monitor and manage data from one to 1000 machines. Operational and production data is monitored and collected using a PC and an Ethernet connection. A variety of data points are automatically collected, including alarm history, macro variables & signal history, servo/spindle motor currents & temperatures, battery & fan status, feed-rate overrides and more. MTLINK*i* can connect to FANUC CNCs, robots and other devices like PLCs, via an OPC UA server protocol.

MINIMISING DOWNTIME

Order original parts in a quick and convenient way

100% FANUC original spare parts ensure that all your system components interact smoothly. Outstanding quality and constant availability during the complete life cycle of your FANUC product make us a very reliable partner. We have a comprehensive offering of parts solutions to meet your individual needs. A wide-reaching logistics network combined with constantly high stock levels ensure spare parts always reach their destination as fast as possible – 24/7.

Each part. When you need it. Where you need it.

WORLD- WIDE



Parts

- Worldwide distribution network
- Lifetime parts coverage
- 24/7 parts dispatch
- Online availability check
- Consignment stock
- Stock pooling
- Customised parts services



FANUC Parts online

Easy access to the whole European stock of FANUC spare parts – 24 hours a day, 7 days a week. A powerful search engine aids quick identification of the correct spare part, supported by a multi-language user interface and help function. An emergency service is also available on request, ensuring dispatch from stock within 2 hours.

Maximise productivity, minimise expenditures:
→ www.estore.fanuc.eu

Repair Services

Benefit from worry-free repair services by FANUC experts while you concentrate on your business. We provide reliable repairs for CNC units, drives (including models more than 30 years old), motors, PCBs, laser power supplies, LCDs/CRTs and I/O units.

Extend the lifetime of your equipment.



Your Advantages

- Single source of supply for all services
- Latest FANUC technology
- Factory-trained FANUC engineers and technicians
- Genuine FANUC parts
- Specialised FANUC testing equipment and quality check procedures
- Diagnostic service
- Emergency service – handling requests within 24 hours
- FANUC repair reports
- OEM manufacturing specifications and latest information
- 12-month OEM warranty on repairs
- Certified ISO 9001:2000 processes
- Repair procedures according to European safety standard EN 60204

Take a green approach to repair services

When you re-manufacture your FANUC products you not only add value, you make a contribution to environmental preservation.

A second life for your FANUC products.



FANUC will take care of you throughout the entire life cycle of your products

FANUC provides services which not only lead to zero downtime, but help minimise any negative environmental effects. You can also use our digital services, such as: FANUC Assisted Reality (FAR); E-Store to order spare parts; MyFANUC portal to download any necessary materials; and FANUC Academy for online courses. You can rest assured that you will receive comprehensive support from FANUC.

Wherever you need us, we are there

A comprehensive worldwide FANUC network provides sales, support and customer service. Our team of skilled experts are available 24 hours a day, every day of the year, supporting you from first contact until the installation is up and running.

You always have a local contact who speaks your language. To find your local contact please visit:
→ <https://www.fanuc.eu/uk/en/contact-center>



- Head Office
- Branch Office
- Satellite

Service First 

One common servo and control platform – Infinite opportunities **THAT's FANUC!**



FA

CNCs,
Servo Motors
and Lasers

ROBOTS

Industrial Robots,
Accessories
and Software

ROBOCUT

CNC Wire-Cut
Electric Discharge
Machines

ROBODRILL

Compact
CNC Machining
Centres

ROBOSHOT

Electric CNC
Injection Moulding
Machines

ROBONANO

Ultra Precision
Machines

IoT

Industry 4.0
solutions