



FANUC

Customer Service

A man with a beard and light brown hair, wearing a dark blue shirt, is looking up at a complex mechanical machine. The machine features large gears, a motor, and various metal components. The background is blurred, showing an industrial setting.

**1,000 reasons to choose
competent customer service.**

**10 unbeatable reasons
why it has to be yellow.**

01

more than
20,000,000
FANUC products installed worldwide

99.99%
reliability

Top **15**
ranking among
Nikkei
index companies

55
years
experience

more than
500
service engineers

More than
6,000
employees worldwide

257 subsidiaries
worldwide

more than
25
years
spare parts
supply guaranteed

more than
52
years
M T B F

(mean time between failures)
*for CNC series 0i-D

24/7
support

**Satisfied
customers in
every corner
of the globe.**

No.

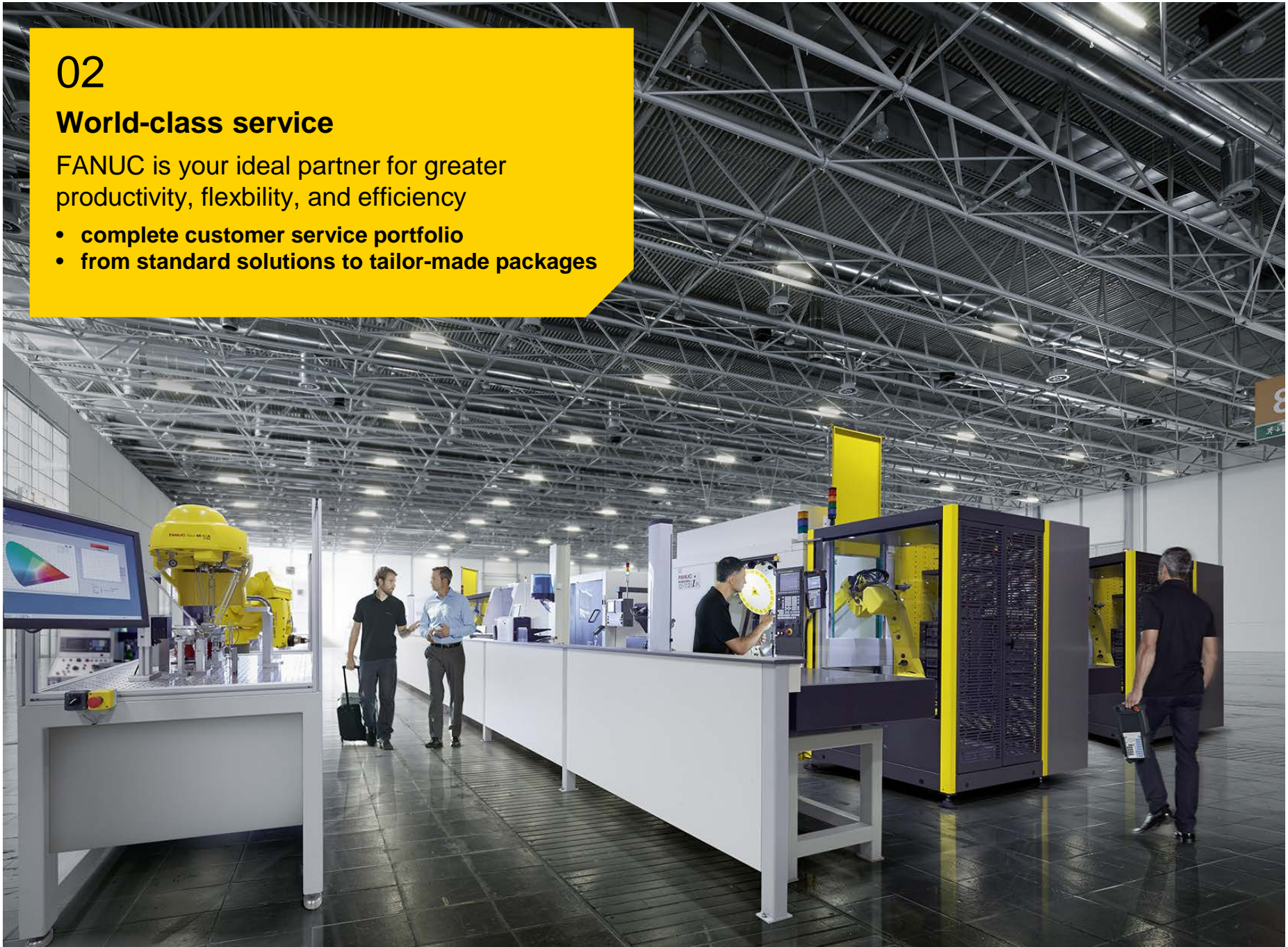
**in factory
automation worldwide**

02

World-class service

FANUC is your ideal partner for greater productivity, flexibility, and efficiency

- **complete customer service portfolio**
- **from standard solutions to tailor-made packages**

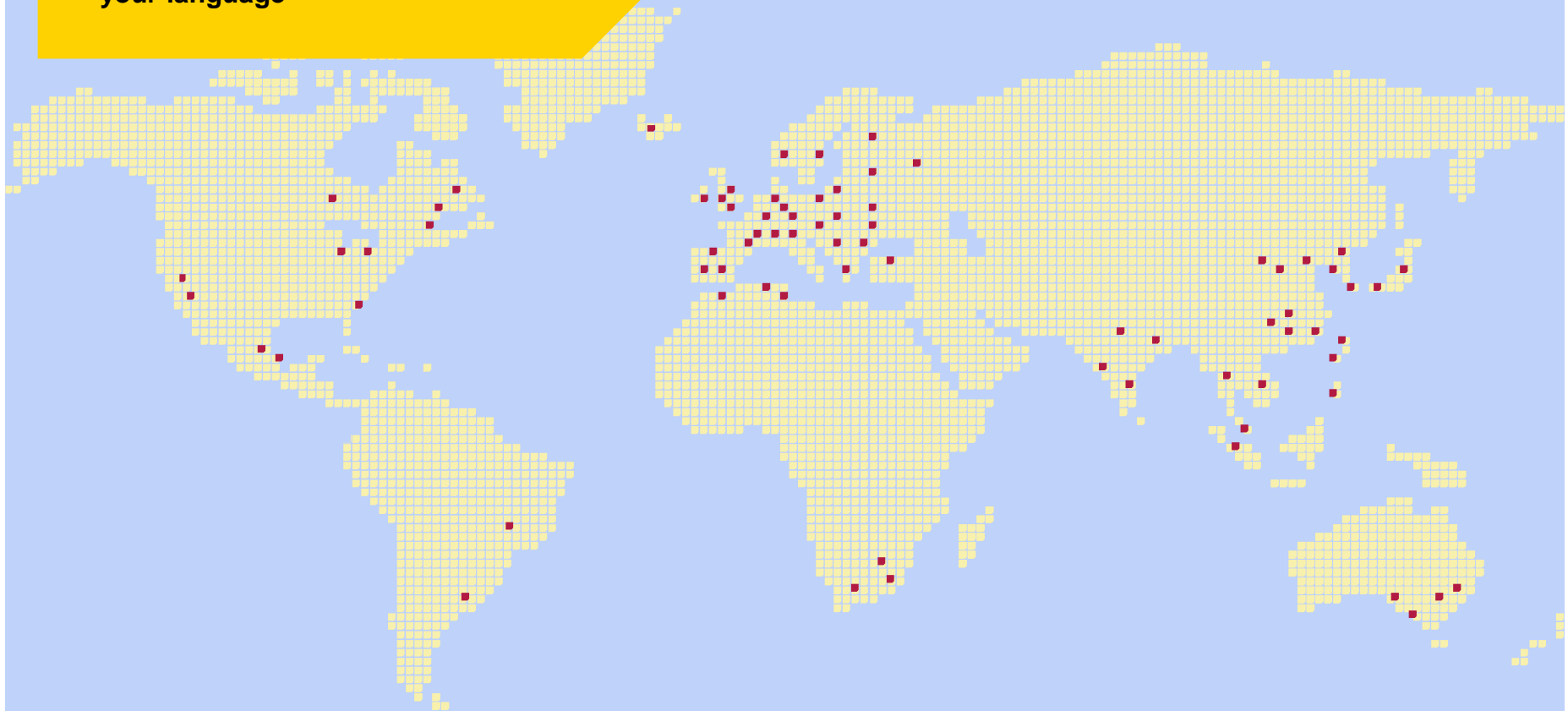


03

Global presence

Wherever you need us, we are there

- **skilled experts available for you 24/7, every day of the year**
- **always a local contact that speaks your language**



04



Outstanding parts quality and constant availability

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

- **worldwide distribution network**
- **100% FANUC original spare parts**
- **life-time parts coverage**
- **24/7 parts dispatch**
- **online availability check**
- **consignment stock**
- **stock pooling**
- **customised parts services**





FANUC
ACADEMY



05



FANUC Training Academy

Optimise the skills of your employees and get the most potential out of your automation!

- worldwide network of FANUC training centers
- professional FANUC instructors
- latest training equipment
- customised training programs
- on-site training



06



Personalised service packages

for highest availability, extended MTBF, lowest cost of ownership

- **predictive service**
- **preventive service**
- **corrective service**
- **extended warranties**
- **24-hour hotline support remote services**
- **retrofit and refurbishment**



07

Refurbishment and Retrofit

Complete facelift of your FANUC products

- to increase life cycle
- to meet new challenges

Use of original parts only

- compliant with the latest machine directives
- rebuilt to your factory specification

08

Life cycle support

Support and assistance during the whole life cycle of your FANUC products

- from the first contact to the end of machine's service life
- direct solutions for optimisation and reprogramming
- for sustainable success and extremely low total cost of ownership



Sales

**Customer
services
support**

**Application and
technical support**



09

Green thinking

Our goal: being as friendly to the environment as possible

- **intelligent energy management**
- **all FANUC products engineered to optimise your energy usage**
- **Higher productivity with significantly lower energy consumption**

Our service: we take back your used grease, batteries and motors

- **FANUC diagnostics pro helps you to save even more energy and money**

10

We live the yellow spirit
and we make sure
YOU experience it too!





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