



for a greener tomorrow

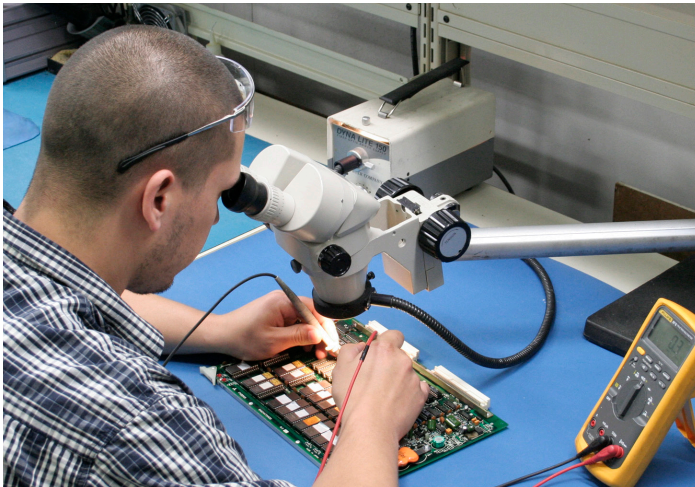


**MITSUBISHI  
ELECTRIC**

*Changes for the Better*

FACTORY AUTOMATION

# DIAMOND SERVICE PORTFOLIO



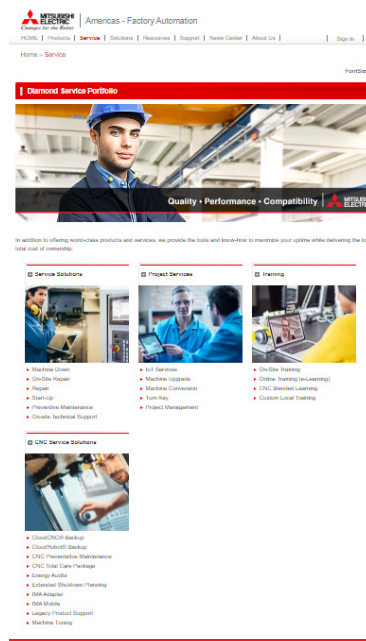
Service and Solutions for Success

# We built the first Smart Factory. Now let us help build yours.

Mitsubishi Electric has prided itself on advancing technology and creating solutions for its customers since 1920. In those 100 years of business, we've learned that you get the most out of that technology when it is supplemented with support and adaptability.

When we began to sell and support automation systems in North America over 40 years ago, we undertook a comprehensive effort to support our products and make them as adaptable as possible. We know that every situation is different and this kind of customization is necessary to ensure that productivity is maximized.

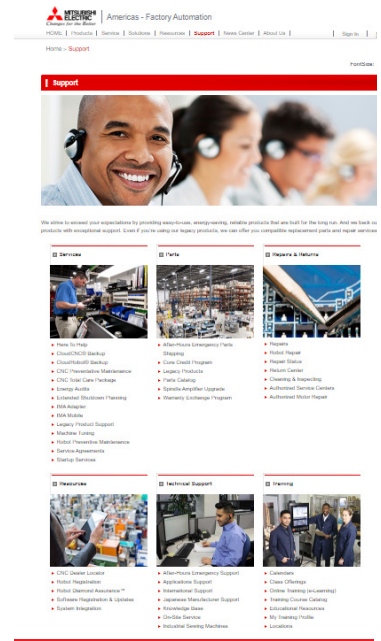
In order to provide the support necessary, our engineers have vast experience in the industry and in a wide range of applications. That's why we created the Diamond Services program, and we are ready to work with you.



Visit the Services area of our website <https://us.MitsubishiElectric.com/fa/en/Services> to learn more about the services we offer to help your business performing at peak levels.



Visit the Services area of our website <https://us.MitsubishiElectric.com/fa/en/Solutions> to learn more about how our engineering team can bring additional resources to your organization.



Visit the Services area of our website <https://us.MitsubishiElectric.com/fa/en/Support> to learn more about the support you will receive working with experts from Mitsubishi Electric Automation.

# SERVICE SOLUTIONS



KEEPING YOUR BUSINESS PRODUCING is most important to Mitsubishi Electric. From timely repairs to extending the life of your machine, our technicians are available to assist with a multitude of services to keep your equipment running at peak performance. Mitsubishi Electric engineers and technicians are factory trained to provide expert service on-site at your facility anywhere in the US.

## MACHINE DOWN

Time is of the essence when your machine is unexpectedly down and you are losing productivity. With Machine Down service, help with getting your machine up and running is just a call away. With a machine down, we understand the urgency to help you correct the issue. Our engineers are ready to help – your call is prioritized for prompt action.

## ON-SITE REPAIR

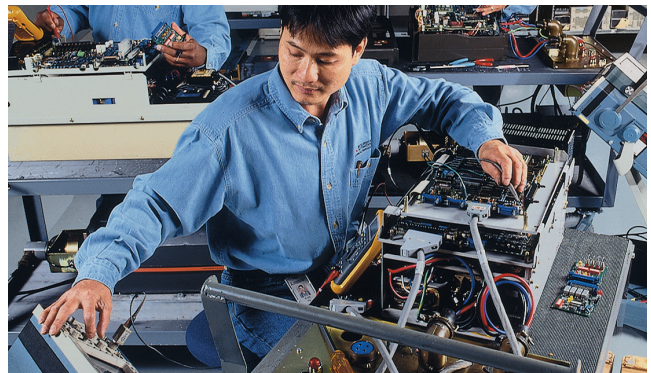
With world-leading quality, our products have extremely low failure rates, but in the rare situation when it happens, we're there to help get you up and running quickly. With our on-site repair service we will send a technician to your location to perform the repair, and save on time and shipping expenses.

## REPAIR

At Mitsubishi Electric we offer a comprehensive repair program for our Robot, CNC, and VFD products. Return products outside of warranty for a repair and save on the cost to replace with a new product.

## START-UP

Need help setting up your first Mitsubishi Electric VFD system? Our engineers will assist on-site to start up your first Mitsubishi drives and reduce your total engineering/design investment.

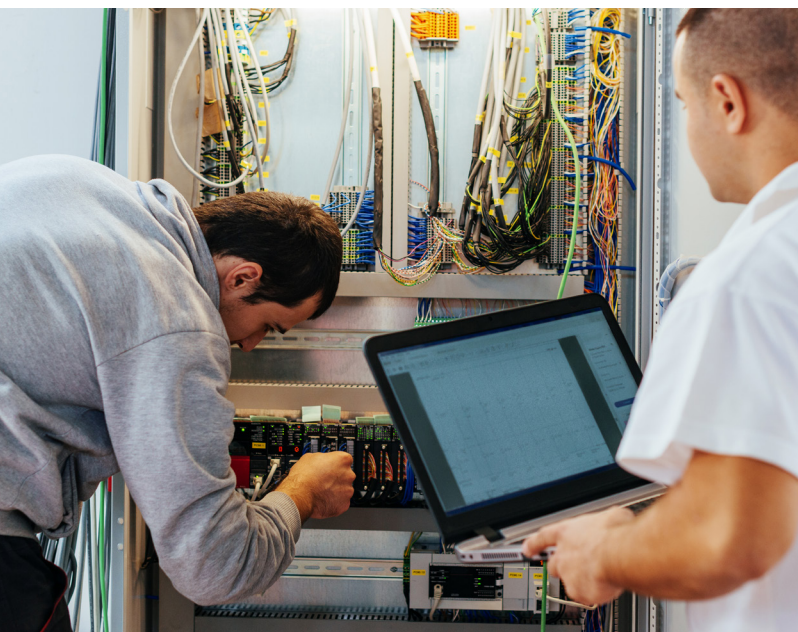


## PREVENTIVE MAINTENANCE

Keep your investment in top performance with our preventive maintenance programs. Through the life of automation equipment, components experience wear and tear. Extend the life of your equipment through performance of routine maintenance and system checks to maximize your uptime.

## ON-SITE TECHNICAL SUPPORT

When a resource is needed on-site for technical support, we're there to support you, whether for short and long term projects. Our engineers act as a consultant and are there to assist with everything from system layout and configuration, to sample code, and start-up/commission of the system. Save engineering time and resources.



# PROJECT SOLUTIONS



WHEN YOU NEED AN EXPERT to implement new processes or bring new life to old equipment, our project services group is there to support you. Our team of engineers are ready to provide services for projects from retrofitting older equipment in order to benefit from newer technology, all the way up to complete turn key management of a new solution or application. Let our engineers provide expertise to help keep your business performing and growing.

## IOT SERVICES

Creating a smart factory or machine shouldn't be an overwhelming ordeal. Our team of engineers are experts at setting up SCADA, database design, and dashboard development who can help enable a smart solution based on your needs and goals.

## MACHINE UPGRADE

Don't let an older machine limit your ability to achieve the production and performance levels available with today's technology. At Mitsubishi Electric we design newer generations of products with this in mind. Let our engineers handle the job of upgrading your older machines, saving engineering time and effort, while getting extended life out of your machine.



## MACHINE CONVERSION

If your machine was not built with Mitsubishi Electric products, you don't have to miss out on the functionality and performance our automation products provide. We can assist with migrating your machine to our world class products controls, drives, and interfaces, saving you engineering design time, and improving the performance of your machine.

## TURN KEY

Save engineering time and resources with our turn key solutions. Our turn key solutions team will design, build, integrate, and enable your application or machine to your specifications so you only have to turn it on.

## PROJECT MANAGEMENT

With our team of engineers, you don't have to dedicate project management resources to your next engineering challenge. Our project management team can handle the management of your next product or program development, extending your resources to other critical tasks.

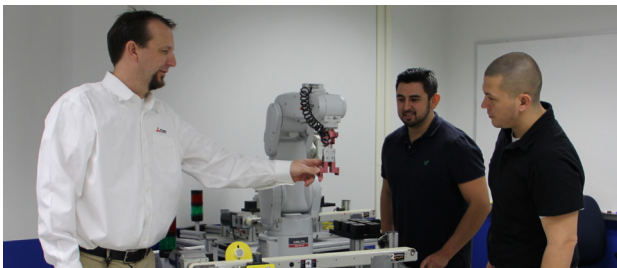
# TRAINING SOLUTIONS



OUR COURSES PROVIDE practical instruction lead by engineers with hands-on experience in automation technology. Classes are designed to provide an understanding of the function, operation, programming, and maintenance of our products so you can design solutions, and keep equipment running at peak operation levels, as well as troubleshoot and resolve many problems independently.

## STANDARD TRAINING

Standard training classes are offered at our Vernon Hills facility, our regional training centers around North America, or on-site at your facility for your convenience. The classes are formatted to include a combination of classroom and hands-on work for the best understanding of the topics and equipment. Online training (e-Learning) courses are available in 17 languages and cover the fundamentals of products ranging from PLC to AC servos. Fast paced learning on your schedule.



## CUSTOM TRAINING

Get the most out of training by working with our educators to tailor courses to the specific needs of your organization. Custom training is available and can be conducted at our facility or on-site at your facility, whichever is more efficient for you.



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