

Services

for Panasonic
Robot & Welding

Panasonic
TM-1400WG II





First class **SERVICE**

At Panasonic Industry we are there for our customers even after completion of the purchase.

By using one of our robot and welding systems, you have opted for a premium product that also allows you to benefit from our comprehensive customer service.



Panasonic Services

Panasonic – quality and efficiency from a single source

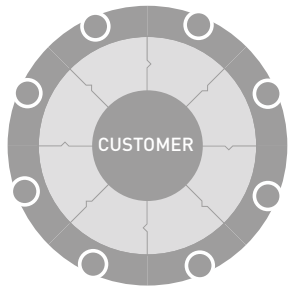
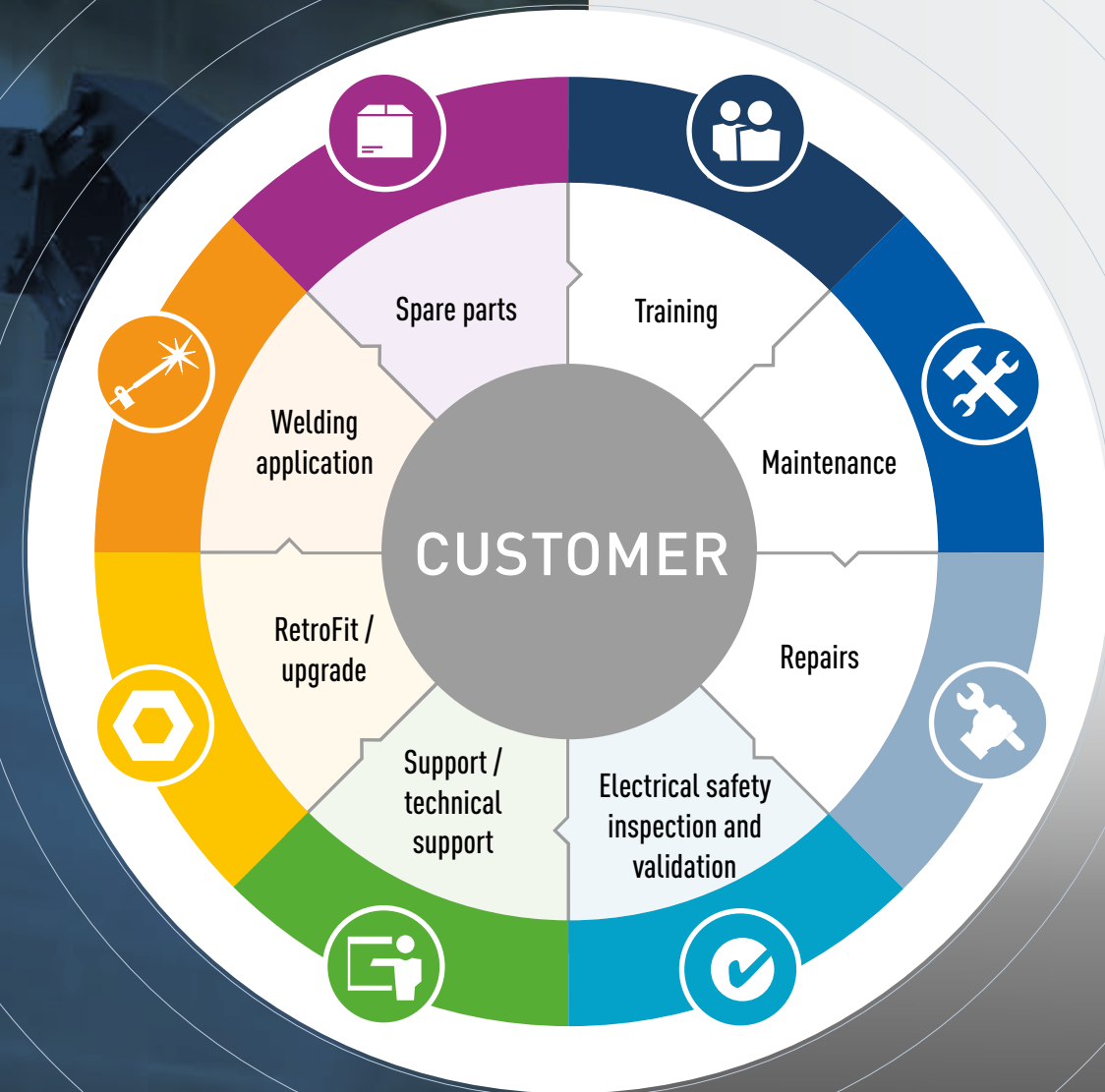
All of our products undergo intensive tests before series production to ensure we offer you the highest quality for your machines.

- Personal and expert advice
- Qualified, continuously trained specialist staff
- Professional repair and servicing
- 12 month guarantee on all robot & welding systems

Your advantages from our comprehensive range of services

- Our Panasonic service representatives provide the relevant support for your tasks
- Less administrative work, more time to concentrate on the core business
- Cost transparency and planning reliability
- Optimum value retention and production safety
- Prevention of larger repairs thanks to regular inspections
- Regular staff training
- Highest product quality for long-term use
- Global supply of spare parts

All Panasonic Services at a glance





Training

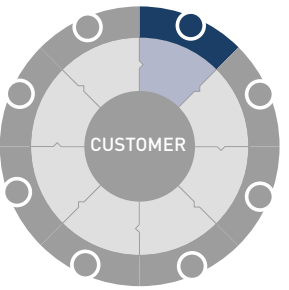
Our experts ensure that the options for the welding robots, handling systems, and additional options are understood and can be used on site. We provide internal and external training to professionally prepare our customers' employees and ensure they are fully familiar with the relevant systems. Extensive practical support ensures that we share a high level of expertise that will be beneficial for operation, maintenance, and software control of the robot systems.

Our services

- > Safety introduction
- > Handling hardware
 - > Special system features
 - > Robot functions
 - > Options
 - > Accessories
- > Software training
- > Use of system control functions
- > Introduction to unassisted on-site maintenance (service, spare parts, backup)
- > Welding process training

Your advantages

- > Practical, adjusted to your requirements
- > Flexible continuous training at your site or at our European headquarters (Neuss)
- > Active cooperation with a Panasonic application engineer
- > Latest information and continuously updated training documentation
- > You can book/order training from us.
- > Every participant receives a certificate





Maintenance

You should be able to expect a modern robot system to complete its work with practically no maintenance. All of the solutions from Panasonic Industry are extremely resilient. Except for the necessary consumables, they will operate without any significant follow-up costs. Problems requiring service are a rare exemption. However, if a component does need to be replaced, our customers will receive comprehensive help from our qualified experts at our Panasonic Service Center.

You can request a cost estimation / service report in the event of your robot system failing. This report will be used to determine the most cost-effective way to complete the necessary repairs.

Our services

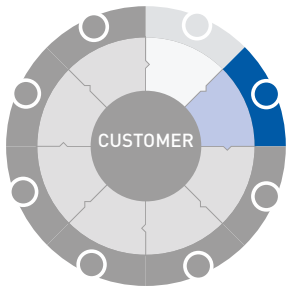
- > Complaint processing
- > Service contracts (annual maintenance, contract-dependent electrical safety inspection and validation, consistent budget plan for maintenance work over the coming years, discount on the hourly rates for emergency call outs, pro-active reminders about recurring maintenance)
- > Preventative maintenance
- > Inspection: visual and functional inspection

Your advantages

- > Guaranteed system availability
- > Short reaction times
- > Cost certainty thanks to cost estimation
- > Expert advice on repairs and recommended purchases
- > Professional servicing at the Panasonic Service Center
- > Expert technical advice on site and direct contacts

Reasons why it is worth concluding a service contract

- > Robots are maintained annually
- > Electrical safety inspection and validation as required by German law is completed depending on the contract
- > Consistent budget plan for maintenance work over the coming years
- > Discount on hourly rates for emergency call outs
- > Pro-active reminder about recurring maintenance





Repair

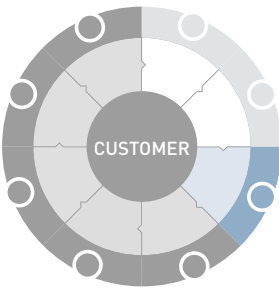
We will complete any repairs at your site or in our Technical Center to ensure you can continue to work without any interruptions.

Repairs completed at our Technical Center include:

- > Teach pendants
- > Welding power sources
- > Torches

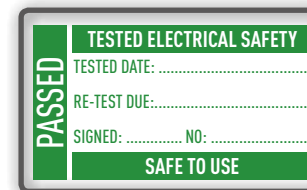
Repairs completed at your site:

- > Replacement of motors or gears
- > Wire feeder unit



You can choose between two different service packages

Services included	Maintenance service	Premium service
Inspection: visual and functional inspection	✓	✓
Preventative maintenance	✓	✓
Firmware update	✓	✓
Recommendations for operators	✓	✓
Priority repair	✓	✓
Priority troubleshooting	✓	✓
Extended technical support from 8:00 a.m. to 5:00 p.m. CET	✓	✓
Emergency hotline: 5:00 p.m. to 8:00 a.m. CET	✓	✓
Supply of standard spare parts within 24/48 hours	✓	✓
Electrical safety inspection		✓
Validation as per EN 50504, IEC 60974-1		✓



Electrical safety inspection and validation

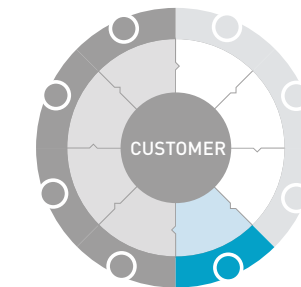
European law requires companies to maintain electric equipment. We will provide you with the necessary support:

Electrical safety inspection - recurring equipment inspection as per IEC 60974-4 of the Panasonic welding power source/controller:

- Visual inspection
- Electric testing
- Functional testing
- Documentation incl. test certificate

Validation of Panasonic welding power sources:

- Validation as per IEC 60974-1
- Validation as per EN 50504 Appendix A
- Welding power sources must be validated annually or every six months depending on the accuracy class
- Documentation incl. validation certificate





Support / technical support

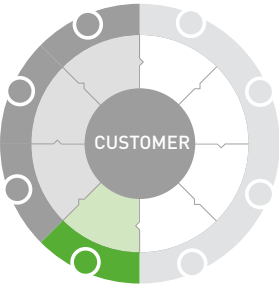
Panasonic Industry offers a variety of service packages with maintenance options to ensure that our customers can concentrate fully on their core business and that their production processes are as secure as possible.

If a repair is required, the necessary spare parts will be available or you will have the option of using a replacement device. Our perfect range of services will ensure you are always in safe hands.

Panasonic Industry service agreements include a variety of services and run over a pre-defined period of time.

Customer advantages

- > Professionally trained service representative available on the phone
- > Support and advice provided in German or English
- > Fast troubleshooting
- > Free hotline
- > Regular feedback about the status of your inquiry



You can choose between two different service packages

Services included	Maintenance service	Premium service
Inspection: visual and functional inspection	✓	✓
Preventative maintenance	✓	✓
Firmware update	✓	✓
Recommendations for operators	✓	✓
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Electrical safety inspection		✓
Validation as per EN 50504, IEC 60974-1		✓



RetroFit or upgrade

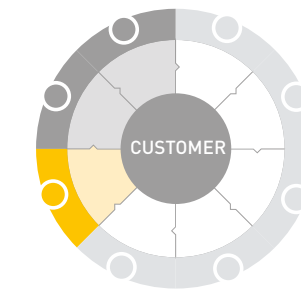
Your robot is sustainably upgraded to the latest version. Important Panasonic components are replaced by experts ensuring that your generation G3 welding robot continues to operate reliably.

- Replacement of various motors
- Replacement of various gears and toothed belts
- Testing of gears
- Lubrication of main axes
- Inspection of hose assembly and torches
- Replacement of the wire feeder unit
- Replacement of all the electrical wiring
- Software update
- Provision of collection and return shipment services

Upgrade your TA WG3 Towers System. You want to improve the quality, increase your productivity and reduce your operating cost, then ask us for consultation.

Why do this upgrade?

- Significant spatter reduction
- Effective in any position
- Stable arc start
- Extensibility by optional software





Welding application

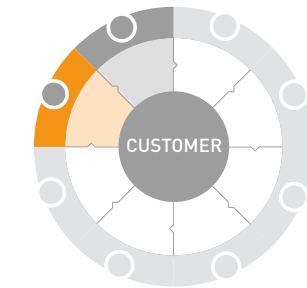
Nowadays, flexibility with regards to pre-series and small series is extremely important especially when it comes to reaction times and feedback from your customers. Our highly professional welding robots will help you to achieve this.

This is what we offer you:

- Small series production of up to 300 parts
- Macro sections upon request
 - > Jig and fixtures has to be made available
 - > Maximum component length of up to 100 cm

If you require any further support programming your assemblies or optimizing your welding parameters, then our experts will be happy to help.

Get in touch if you would like more information and a quote.





Spare parts

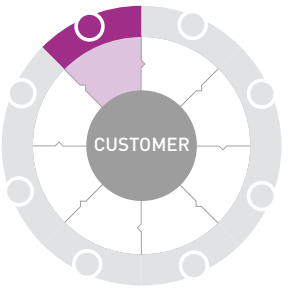
We supply original Panasonic spare parts in the shortest amount of time.
High plant availability helps our customers to plan their productivity.

Our services

- > Comprehensive stock of original parts
- > Perfectly adapted to robot systems
- > Technical support with spare part definitions
- > Fast dispatch throughout Europe

Your advantages

- > All of the spare parts for robot systems come from a single source
- > Maximum service life ensured by original quality
- > Comprehensive service for spare parts including expert advice
- > Convenient ordering of spare parts



Panasonic Service network



The most efficient way to access information

All of the information about our products, services, and other service-related topics is available on our homepage industry.panasonic.eu



Global service

We believe excellent service is a matter of course.

It starts with first class advice and runs right through to the global supply of spare parts. The service provided by Panasonic Industry is of a high quality. Our customers benefit from an international service network and comprehensive advice provided by experienced experts.

- > Guaranteed availability of all series-specific spare parts during the entire contract
- > Customized spare parts packages
- > 48 hour spare part delivery
- > 48 hour replacement system delivery
- > Emergency hotline
- > Firmware update
- > Operator training
- > If necessary: Short-term support provided by Panasonic service technician

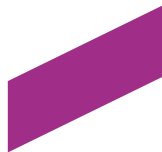
Always there for you

We are fully committed to providing fast and flexible support – it is part of our standard practice. Technical support provides expert help for all robot and welding systems. Experienced service team will provide advice and support in the event of a malfunction.

Service contact number: +49 (0)2131 - 60899 – 420

E-mail: pwse.service@eu.panasonic.com

Customer Service contact details



Spare parts

- > Checking spare parts availability
- > Repair processing
- > Original Panasonic spare parts

pwse.spares@eu.panasonic.com
+49-2131-60899 300



Welding application

- > Small series production of up to 300 parts
- > Max. part length of 100 cm
- > Programming support
- > Welding program optimization

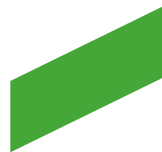
pwse.weldtests@eu.panasonic.com



RetroFit / upgrade

- > Replacement of various motors
- > Inspection of hose assembly and burner
- > Software update
- > Provision of collection and return shipment services

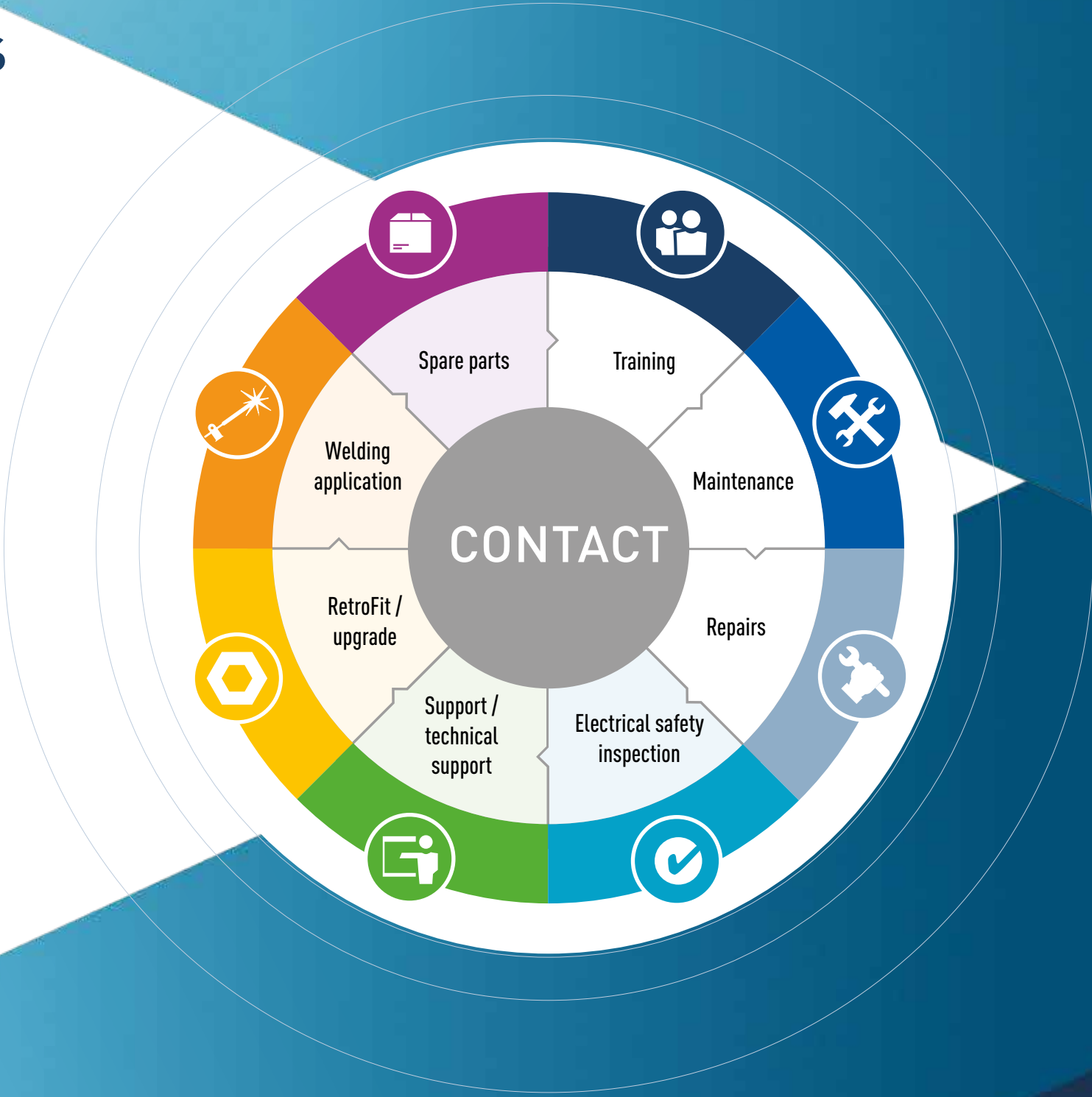
pwse.service@eu.panasonic.com



Support / technical support

- > Telephone support
- > Fault and error messages
- > Technical support
- > Technical queries
- > + 24h hotline
- > Direct contacts available 8:00 a.m. to 5:00 p.m.
- > Emergencies 5:00 p.m. to 8:00 a.m.

pwse.service@eu.panasonic.com
+49-2131-60899 420



Training

- > Training enquiries
- > Training recommendations
- > Appointment schedule
- > Training opportunities

pwse.training@eu.panasonic.com



Maintenance / repair

- > Request service staff for
 - > Maintenance (incl. spare parts)
 - > Repair (incl. spare parts)
- > Service contracts

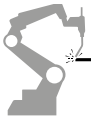
pwse.service@eu.panasonic.com



Electrical safety inspection and validation

- > Visual inspection
- > Electric testing
- > Functional testing
- > Documentation

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JUST WELD IT!

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