

# MOTOMAN Service Contracts



## MOTOMAN Service Contracts

Our service and maintenance agreements round out our comprehensive range of products and services. With a MOTOMAN service contract (MSC), you have made the right decision to ensure that your Yaskawa products continue to provide reliable, high-quality production in the future.

### MOTOMAN Service Contracts from Yaskawa offer you:

- **M**inimized risk of a production stop
- **O**ptimal conditions in order to keep your production running with high quality
- **T**arget dates ensure regular and timely maintenance
- **O**ptimal cost control and reduction of the service costs
- **M**eaningful suggestions to help keep your robot system up to date
- **A** sensible way to plan long-term for upcoming repairs and restoration
- **N**ecessary information regarding the current condition of your robot system



## MOTOMAN Service Contract **MSC-A**

Performance of maintenance according to the inspection manual including required consumables **once within 2 years** in your factory. The maintenance is carried out according to the inspection manual with subsequent maintenance report and recommendation by Yaskawa.

With this contract you have the certainty about the actual condition of your products. This contract contains additionally the 365-days-extended phone support from 8.00 a.m. to 6.00 p.m. at Tel. +49 (0) 1805 / 76 26 83.

Our robots are equipped with an extensive diagnostic and alarm systems. A large number of malfunctions can be solved uncomplicated and fast by our expert support.





## MOTOMAN Service Contract **MSC-B**

The implementation is performed according to the inspection manual including required consumables **once every year**. Afterwards a maintenance report and recommendation by Yaskawa will be given.

With this contract you have the certainty about the actual condition of your products. This contract contains additionally the 365-days-extended phone support from 8.00 a.m. to 6.00 p.m. at Tel. +49 (0) 1805 / 76 26 83.

Our robots are equipped with an extensive diagnostic and alarm systems. A large number of malfunctions can be solved uncomplicated and fast by our expert support.



## MOTOMAN Service Contract **MSC-C**

Implementation of the maintenance according to the inspection manual for robots starting at 200 kg bearing load, with a gas-balancer, painting-, dualarm-, special- an extraordinary robots including required consumables plus a maintenance report **once a year**. Afterwards a maintenance report and recommendation by Yaskawa will be given.

With this contract you have the certainty about the actual condition of your products. This contract contains additionally the 365-days-extended phone support from 8.00 a.m. to 6.00 p.m. at Tel. +49 (0) 1805 / 76 26 83.

Our robots are equipped with an extensive diagnostic and alarm systems. A large number of malfunctions can be solved uncomplicated and fast by our expert support.





## MOTOMAN Service Contract **MSC-ERB<sup>1</sup>**

The extended on-call service can be booked separately.

With this contract you will receive the authorization level to reach the Yaskawa-MOTOMAN service via the official Yaskawa hotline +49 (0) 1805 / 76 26 83. The contract includes an extension of the hotline times on weekends and public holidays in the state of Bavaria.

Our robots are equipped with an extensive diagnostic and alarm systems. A large number of malfunctions can be solved uncomplicated and fast by our expert support.

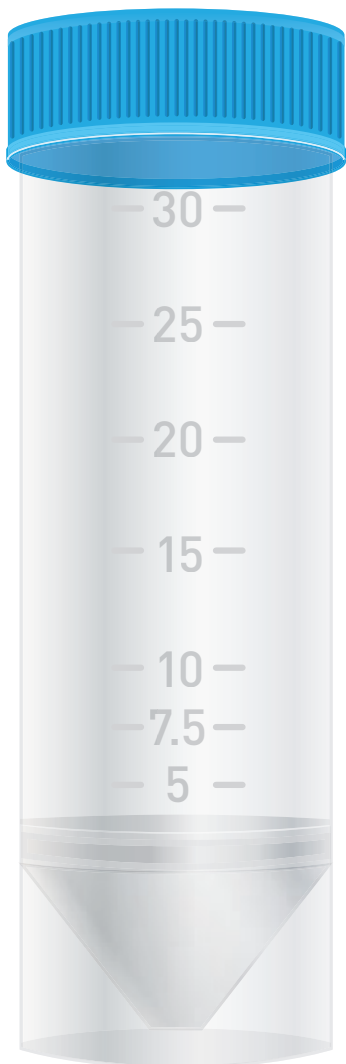


## MOTOMAN Service Contract **MSC-GAP<sup>1</sup>** (Grease Analysis Program)

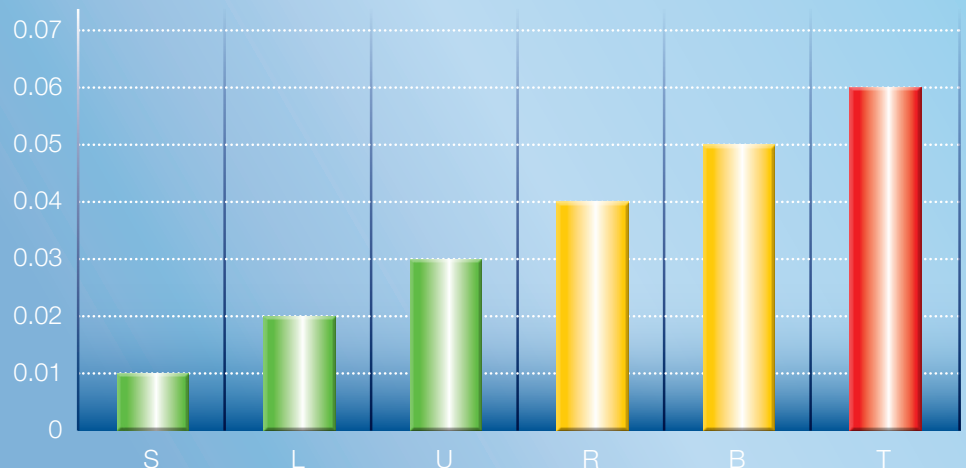
You can order the grease analysis program as well as an option to our customized MOTOMAN service contracts.

The grease analysis program (GAP) was developed by Yaskawa for the durability-evaluation of reducers. The grease analysis program helps to prevent spontaneous failures of reducers, helps to plan reliable preventive measures and helps to increase the availability of your systems.

The samples taken from all reducers of your robots will be analyzed and evaluated by a laboratory. You receive a laboratory evaluation and a detailed report with the evaluation. An individual action plan will be prepared for you if necessary.



### Metal content %



## MOTOMAN Service Contract **MSC-EM4<sup>2</sup>**

Yaskawa is offering with this option the opportunity to arrange a fixed price for the maintenance of your Yaskawa robots, which 4 years cannot be raised!

As an option, you can book an extended term for the maintenance contracts MSC-B and MSC-C. The term extends to 4 years.

**Your additional benefits:**

- Additional discount of 3 %
- No price increases within the term of 4 years





## MOTOMAN Service Contract **MSV-ADS**

With this option, Yaskawa offers you the possibility to check the condition of your servo amplifiers. As a preventive measure, this tool serves to increase failure safety and to estimate the service life of the servo amplifiers.

Easy detection of possible error causes: Overcurrent detection, trajectory deviations, collisions & strong vibrations.

A detailed report with a traffic light system provides information on whether you should preventively change one or more servo amplifiers.

Strong vibrations mean that the motor is overdriven or is no longer properly controlled by the servo amplifier. This leads to premature wear of the respective axis.

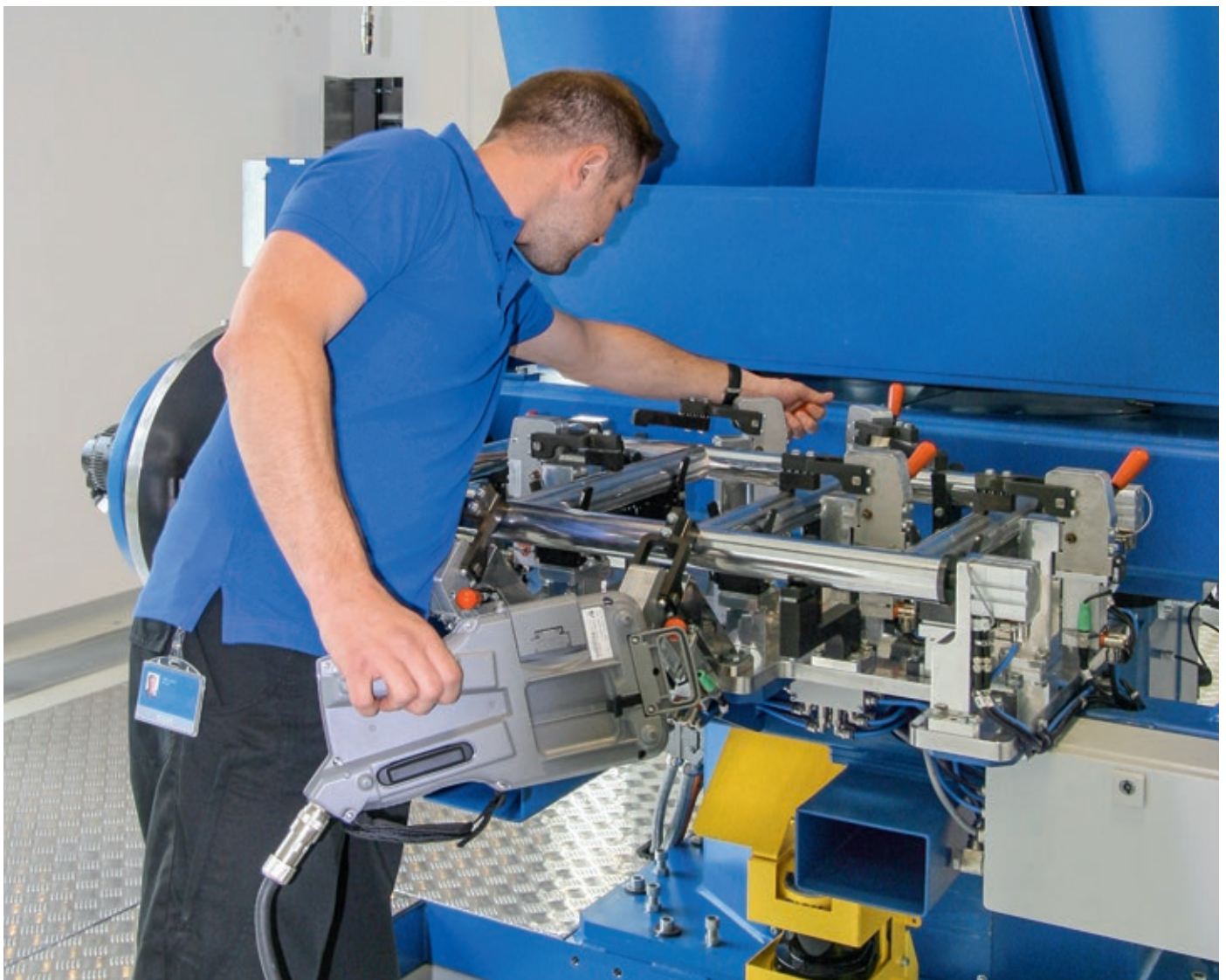


## MOTOMAN Service Contract **MSV-CWH<sup>1</sup>**

Yaskawa offers you with this option the possibility to order spare parts outside our normal business hours directly from our warehouse.

Delivery will be made within 24 hours by shipping company CTS within the Federal Republic of Germany and Austria.

For further information please refer to the terms of contract.





## MOTOMAN Service Contract **STILL QUESTIONS?²**

Yaskawa will be happy to assist you. If you still have questions regarding the right service contract or its options, then simply contact us. We will be happy to advise you.

We will be happy to advise you so that you can make the right decision about your service contract in the end.

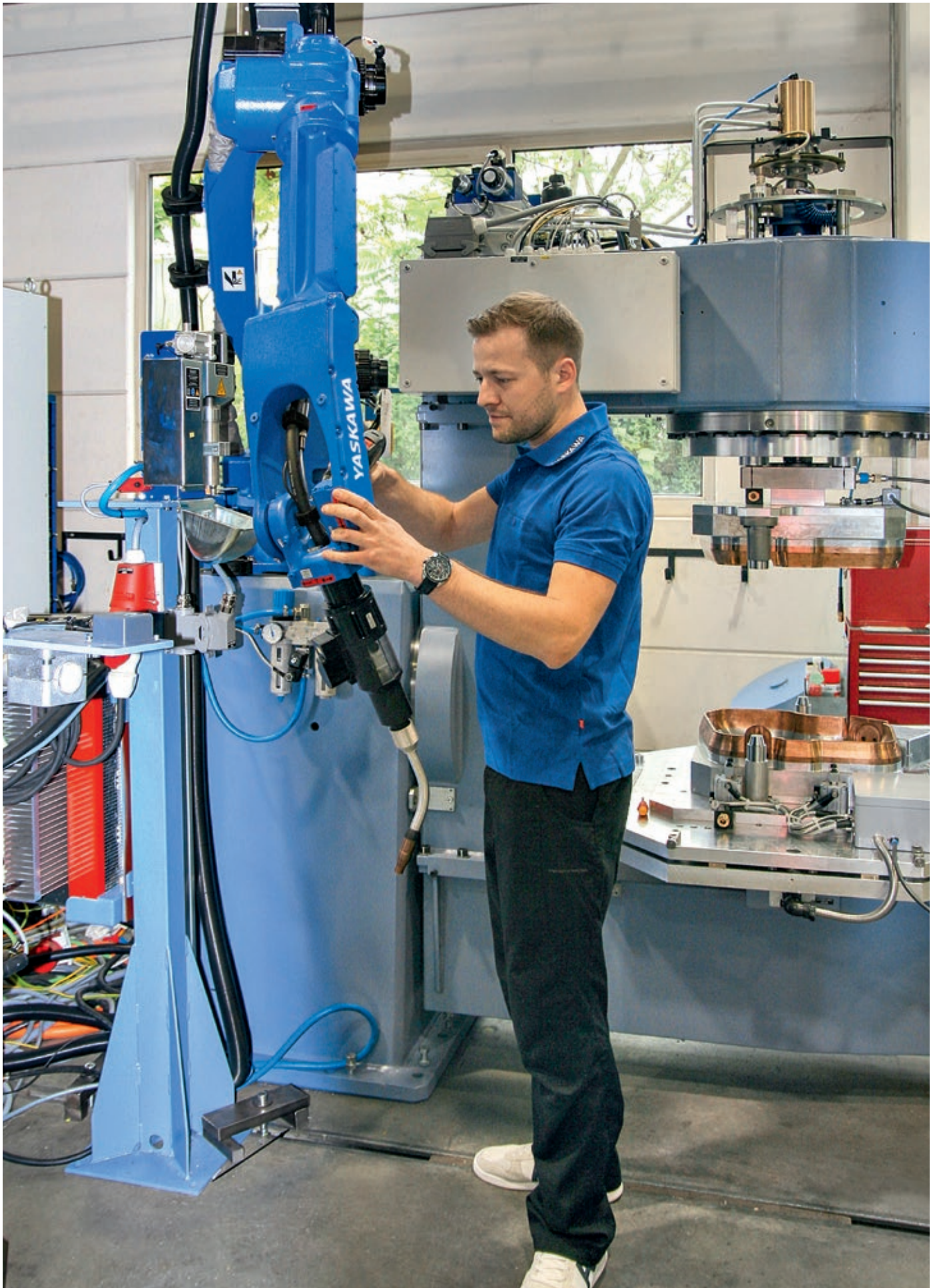
### **Your contact for maintenance contracts:**

**Mr. Stefan Grosso**  
**Outside Sales Manager**

Yaskawa Europe GmbH  
Robotics Division  
Yaskawastraße 1, 85391 Allershausen  
Tel. +49 (0) 160 / 99 87-56 11  
Stefan.grosso@yaskawa.eu







## Overview Service Contracts for your Robots

Description	MSV-A	MSV-B	MSV-C
Your choice	Yes	Yes	Yes
Service	Carrying out maintenance and grease analysis according to inspection manual including required consumables as well as maintenance protocol once within 2 years.	Carrying out maintenance and grease analysis according to the inspection manual including required consumables as well as maintenance protocol once a year.	Implementation of the maintenance according to the inspection manual for Robots starting at 200 kg bearing load, with a Gas-Balancer, Painting-, Dualarm-, Special- and Extraordinary- Robots including lubrication and batteries plus a maintenance report once a year.
Accessibility of the Yaskawa Hotline technical Support	365 days/year from 8.00 a.m. to 6.00 p.m. over our Hotline +49 (0) 1805 / 76 26 83 with PIN-Code	365 days/year from 8.00 a.m. to 6.00 p.m. over our Hotline +49 (0) 1805 / 76 26 83 with PIN-Code	365 days/year from 8.00 a.m. to 6.00 p.m. over our Hotline +49 (0) 1805 / 76 26 83 with PIN-Code
Service request	Mo to Fr from 7.30 a.m. to 6.00 p.m. at Tel. +49 (0) 1805 / 76 26 83	Mo to Fr from 7.30 a.m. to 6.00 p.m. at Tel. +49 (0) 1805 / 76 26 83	Mo to Fr from 7.30 a.m. to 6.00 p.m. at Tel. +49 (0) 1805 / 76 26 83
Spare parts dispatch	Mo to Th from 7.30 a.m. to 4.30 p.m., Fr from 7.30 a.m. to 3.00 p.m.	Mo to Th from 7.30 a.m. to 4.30 p.m., Fr from 7.30 a.m. to 3.00 p.m.	Mo to Th from 7.30 a.m. to 4.30 p.m., Fr from 7.30 a.m. to 3.00 p.m.
Discount on training	Dependent on the amount of participants	Dependent on the amount of participants	Dependent on the amount of participants
Discount on spare parts	10 %	10 %	10 %
Discount on service	without	Dependent on the year of the contract	Dependent on the year of the contract
Contract duration	48 Months + automatic extension (for 24 month)	48 Months + automatic extension (for 24 month)	48 Months + automatic extension (for 24 month)
Price per robot (when 1 – 4 Robots are under contract)	1,795.00 € / every 2 years	1,615.00 € / yearly	2,070.00 € / yearly
Price per Robot (when 5 – 10 Robots are under contract)	1,705.00 € / every 2 years	1,530.00 € / yearly	1,970.00 € / yearly
Price per Robot (when 11 – 17 Robots are under contract)	1,530.00 € / every 2 years	1,370.00 € / yearly	1,765.00 € / yearly
Price per Robot (when atleast 18 Robots are under contract)	1,285.00 € / every 2 years	1,155.00 € / yearly	1,485.00 € / yearly
Price per external Axis/Gearbox	165.00 € / every 2 years	165.00 € / yearly	165.00 € / yearly
Remark 1	The Hotline can be reached on weekends and on Bavarian holidays only with your allocated and in the contract specified PIN-Code.		
Remark 2	The above prices are guidelines. For an official quotation, please contact our Service Sales Team!		

## Service Contract Options for your Robot Systems

Description	MSV-ERB <sup>1</sup>	MSV-FAP <sup>1</sup>	MSV-EM4 <sup>2</sup>
<b>Your choice</b>	Yes	Yes	Yes
<b>Service</b>	Yaskawa is available over the official Yaskawa Hotline +49 (0) 1805 / 76 26 83. The contract holds an extension of the Hotline hours on weekends and on Bavarian holidays.	Yaskawa is offering with this option more information with respect to wear and tear. This can be achieved through our Grease-Analysing-Program. With this knowledge you can more precisely judge the life of the gears.	Yaskawa is offering with this option the opportunity to arrange a fixed price for the maintenance of your Yaskawa robots, which for 4 years cannot be raised!
<b>Additional description</b>	During these extended hours, you can receive technical support only with a PIN-Code. See contract conditions for details.	How it works: Grease samples get taken from all gears of the robot. These will be brought into our laboratory in order to get analyzed. See contract conditions for details.	And on-top you will receive an additional discount per Robot in the amount of 3 %!
<b>What can you expect?</b>	You can expect very experienced service technicians who are familiar with all robot generations (MRC, ERC, XRC, NX100, NXC100, FS100, DX100, DX200 and YRC1000) in the best way.	A detailed report with a traffic light system provides information whether you should preventively change one or change one or more gear units as a preventive measure.	Stable prices over 4 years. Protection against price increases, even if Yaskawa adjusts the official prices.
<b>Is that all?</b>	Even without the MSV-ERB contract you can get technical support during our normal business hours, but with your request will be processed faster.	Even without the MSV-FAP contract the grease is changed at every maintenance, but with the contract our estimation of the lifetime of the gearbox is more accurate.	Even without the MSV-EM4 contract prices are fixed for at least two years. Should there be come to a price adjustment, you can cancel the contract with terminate the contract with immediate effect.
<b>Contract duration</b>	Dependent on service contract. Otherwise 1 year + automatic extension for another year.	Dependent on service contract. Otherwise 1 year + automatic extension for another year.	Dependent on service contract. After that automatic extension for another year.
<b>Price per robot (when 1 – 4 Robots are under contract)</b>	295.00 € / yearly	205.00 € / yearly	3 % additional discount
<b>Price per Robot (when 5 – 10 Robots are under contract)</b>	275.00 € / yearly	190.00 € / yearly	3 % additional discount
<b>Price per Robot (when 11 – 17 Robots are under contract)</b>	240.00 € / yearly	175.00 € / yearly	3 % additional discount
<b>Price per Robot (when atleast 18 Robots are under contract)</b>	185.00 € / yearly	150.00 € / yearly	3 % additional discount
<b>Remark 1</b>	The extended Hotline hours are already included with the Service Contracts MSC-A, MSC-B and MSC-C.		
<b>Remark 2</b>	The extended minimum Contract Duration to 4 years is only available with the Service Contracts MSC-B and MSC-C.		



## Service Contract Options for your Robot Systems

Description	MSV-ADS	MSV-CWH <sup>1</sup>	NOCH FRAGEN? <sup>2</sup>
Your choice	Yes	Yes	Yes
Service	Yaskawa offers you with this option to check the condition of your servo amplifiers. As a preventive measure this tool serves to increase the reliability and to estimate the lifetime of the servo amplifiers.	With this option, Yaskawa offers you the possibility to purchase spare parts outside our normal hours directly from our warehouse. warehouse outside our normal business hours.	Yaskawa will be happy to assist you. If you still have questions regarding the right service contract or their options, please do not hesitate to simply get in touch with us.
Additional description	Easy detection of possible causes of faults: Overcurrent-detection, path deviations, collisions and strong vibrations.	Delivery is made within 24 hours by CTS within the Federal Republic of Germany and Austria. You can find more information the terms of contract take from it.	We will go through all the questions with you until you can make the right decision.
What can you expect?	A detailed report with a traffic light system provides information whether you should preventively change one or change one or more gear units as a preventive measure.	We provide a list per robot with part numbers from our Recommended Spare Parts so you can order the parts you need immediately.	Your contact for maintenance contracts:  Mr. Stefan Grosso Outside Sales Manager  Yaskawa Europe GmbH Robotics Division Yaskawastraße 1 85391 Allershausen Tel. +49 (0) 160 / 99 87 - 56 11 stefan.grosso@yaskawa.eu
Is that all?	Strong vibration means that the motor is overdriven or is no longer controlled by the servo amplifier. This leads the respective axis to an early premature wear.	The MSV-CWH assumes that you have already been trained in maintenance in our Yaskawa Academy. If not, we will be happy to advise you on the selection of the right training.	
Contract duration	Dependent on service contract. Otherwise 1 year + automatic extension for another year.	Dependent on service contract. Otherwise 1 year + automatic extension for another year.	
Price per robot (when 1 – 4 Robots are under contract)	185.00 € / yearly	500.00 € / yearly	0.00 € / yearly
Price per Robot (when 5 – 10 Robots are under contract)	125.00 € / yearly	375.00 € / yearly	0.00 € / yearly
Price per Robot (when 11 – 17 Robots are under contract)	70.00 € / yearly	300.00 € / yearly	0.00 € / yearly
Price per Robot (when atleast 18 Robots are under contract)	45.00 € / yearly	200.00 € / yearly	0.00 € / yearly
Remark 1	The extended Hotline hours are already included with the Service Contracts MSC-A, MSC-B and MSC-C.		
Remark 2	The extended minimum Contract Duration to 4 years is only available with the Service Contracts MSC-B and MSC-C.		

## Advantages of a Service Contract

- **Discounted maintenance**  
(dependent on the number of robots)
- **Discounted trainings**  
(dependent on the number of participants)
- **Discounted spare parts**  
10 %
- **Discounted hourly rate\***
  - 1. year: 2 %
  - 2. year: 4 %
  - 3. year: 6 %
  - 4. year: 8 %
  - 5. year: 10 % (maximal)
- **Possible participation in the bonus program**
- **Timely reminder for maintenance**
- **Technical support over the hotline with a PIN-code**  
Even on weekends and Bavarian holidays between 8.00 a.m. and 6.00 p.m.

\* Not with the Service Contract MSC-A available



## Discount on Training

Discount on training		Number of participants				
		1	2	3	4	5
Number of Robots	1	5 %	5 %	5 %	5 %	5 %
	2	5 %	10 %	10 %	10 %	10 %
	3	5 %	10 %	15 %	15 %	15 %
	4	5 %	10 %	15 %	20 %	20 %
	5	5 %	10 %	15 %	20 %	25 %

- The discount is only with the service contracts MSC-A, MSC-B and MSC-C available.
- Please mention your contract number with your training request to receive the corresponding discount.
- The above discounts are dependent on the amount of participants and the robots with a maximum discount of 25 %.
- The worth of the total discount is not allowed to be higher than the worth of the service contract.
- The discount on training is also available for trainings on site; however, not for the travel costs.
- The trainings have to be taken within a fiscal year. The counting of the amount of participants will start from the beginning in the next fiscal year.
- Only the current prices of the Yaskawa Academy are valid.

**YASKAWA** ACADEMY



## Notes

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# YASKAWA



## YASKAWA GROUP

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ZA	Yaskawa Southern Africa (PTY) Ltd Johannesburg +27-11-6083182

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We reserve the right to technical changes and error.

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# YASKAWA