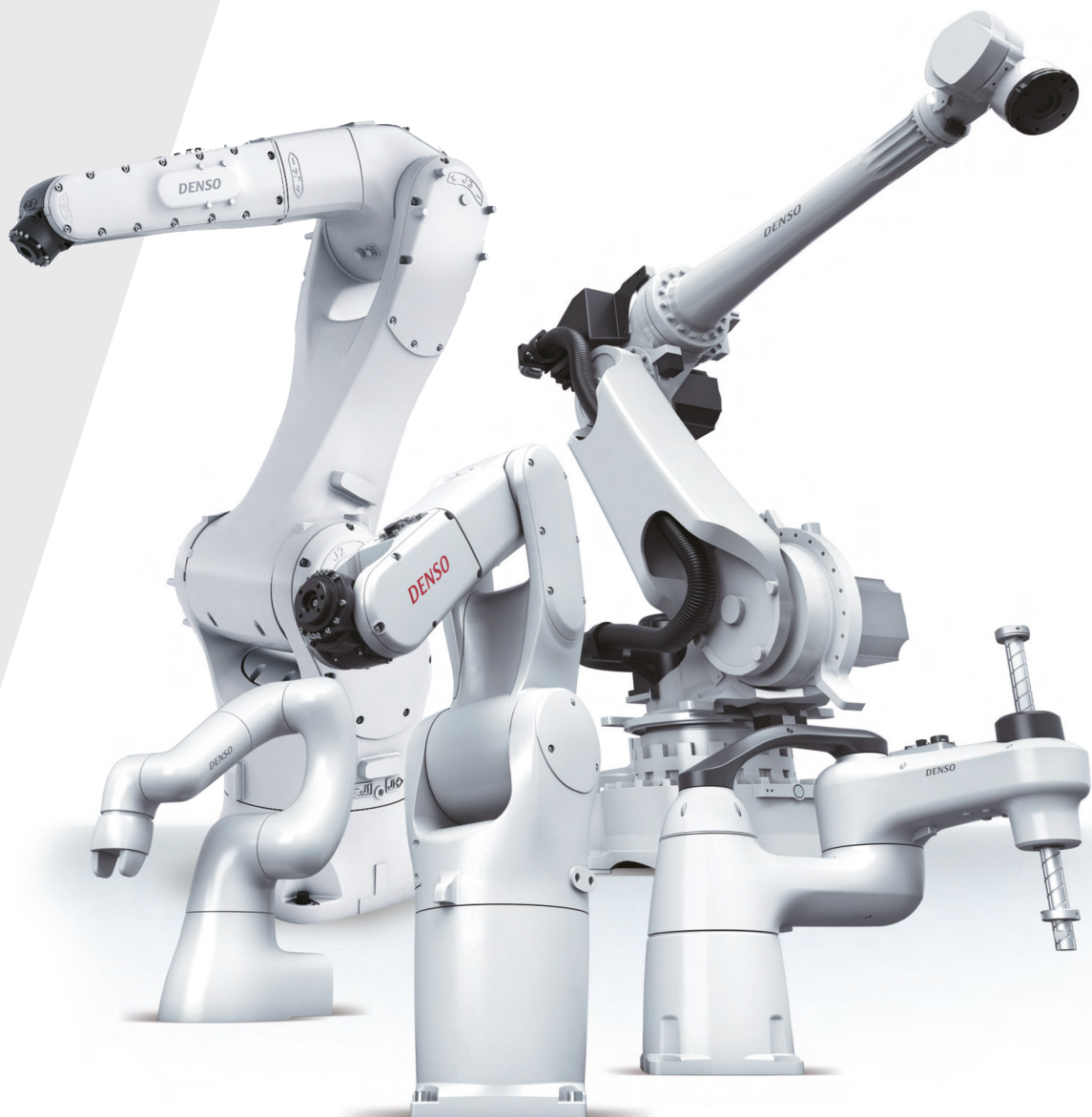


DENSO **robotics**

Annual Maintenance Contract
We care for your robot's performance



Who we are

We, the DENSO Robotics Customer Service Department, are a team of qualified service engineers, striving for the utmost customer satisfaction by giving support for DENSO robots installed across Europe.

With Japanese cutting-edge technology combined with the dedication of our German & European team, you can always count on us to provide you with the fastest and most professional support. For a trouble-free, continuous and reliable production, we perform service, maintenance & repair of DENSO robots on-site and off-site in our robot repair center. Being strategically located, very close to Frankfurt/Main and to the international airport FRA, an immediate support by plane or car is granted during our standard office hours.

What is the AMC?

The Annual Maintenance Contract (AMC) is an agreement, that allows a DENSO engineer to monitor the health of your DENSO robots every year.

This ensures, that the robots are working smoothly and efficiently to avoid any unexpected downtimes. The maintenance and wearable replacement will be done according to the technical inspection documentation for DENSO robots.

A proper maintenance report of the inspection will be provided, and a recommendation of repair/additional services will be done according to the technical inspection documentation for DENSO robots.

Benefits of the AMC



Trouble-free production
for the customers, as we DENSO Robotics experts take care of your robots



10% additional discount
on maintenance-related spare parts, as well as on the spare part offer of follow-up actions from maintenance



All wearables
for 2 years inspections



Periodical information
about the machine technical status



Less unforeseen breakdowns due to
preventive maintenance



Planned machine downtime
due to annual appointments



Quality documentation
of inspection



Dedicated service
contact phone number



Priority
spare part supply



DENSO Robot
training discount

Technician: Max Mustermann	
Service performed on: 25.06.2021	
Next service on: 06.2022	
Tel: +49 6105 2735150	
E-Mail: EU_DNDE_Support_Robotics@eu.denso.com	
Maintenance contract: 123456	



Summary of Periodic Maintenance Inspection

Details Robot inspection¹

- Visual inspection
 - Robot housing
 - Robot inside
- Load check
- Lubrication of the components that need to be lubricated²
- Battery replacement³
- Internal wiring check
- Check gear backlash
- Check robot motion performance
- Creation and Analysis of Servo Log⁴
- Servo State check⁴
- Creation and Analysis of Control Log⁴
- Inspection report



Details Controller inspection¹

- Creation of Controller Backup
- Visual inspection
- CPU load check
- Battery replacement⁴
- Fan filter replacement⁴
- Date adjustment
- Temperature and system settings check
- Error log analysis
- Inspection report



¹ Details of non-repair periodic maintenance varies with robot/controller models ² Lubrication of internal wiring and shaft of 4-axis robots ³ Every 2 years ⁴ On requirement

AMC applicable conditions

- The AMC applies to deliveries and services in Germany (and parts of Europe).
- Technician availability during our office open hours
-Mo-Fr: 8:00 a.m. – 5:00 p.m.



Pricing of the AMC

- Calculation structure

Type of Robot	Annual fee per robot
Scare	500 EUR
6-Axis VP, VS, VM-6083/60B1	550 EUR

- Discount for AMC fee per robot:
 - Discount from a number of 20 robots by 5%.
 - Discount from a number of 30 robots by 10%.
- Travel expenses are additional variable costs.

Additional Services

We also offer different additional services to our customers

- Rosy calibration (Absolute Accuracy Calibration) of your 6-axis robots
- Robot application simulation
- Cycle time optimization
- User training for DENSO robots
- Urgent spare part delivery via courier

Discount on user trainings

As a special service, we provide discounted training offers to customers with AMC.





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