



for a greener tomorrow



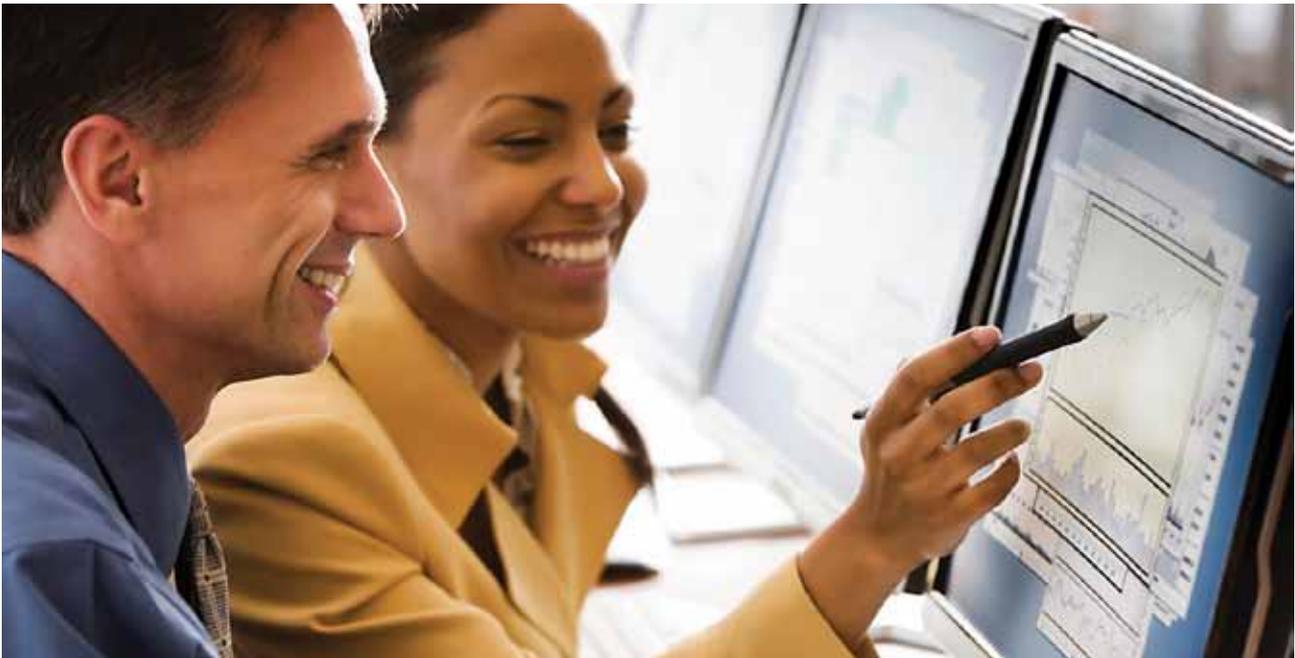
# Service and Support

**We're with you every  
step of the way**

**Empowering  
Industries**



# Service and support you can rely on

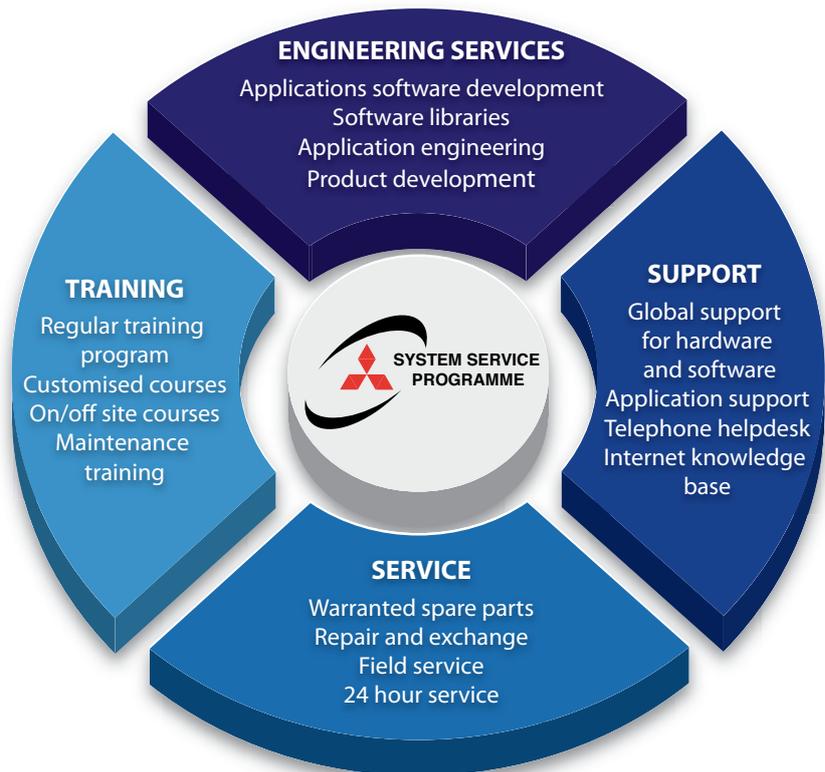


Mitsubishi Electric delivers industry leading levels of service and support that will provide cost savings, improved machine availability and system uptime to our customers and minimise implementation risk.

## The UK Customer Technology Centre (CTC)

Mitsubishi UK's CTC provides the highest level of service and support to industry and manufacturing, giving them:

- Savings in time and cost
- Improved machine availability and system uptime
- Minimised implementation risks
- Availability of expert engineers
- On-site services



# With you, at every stage of your project

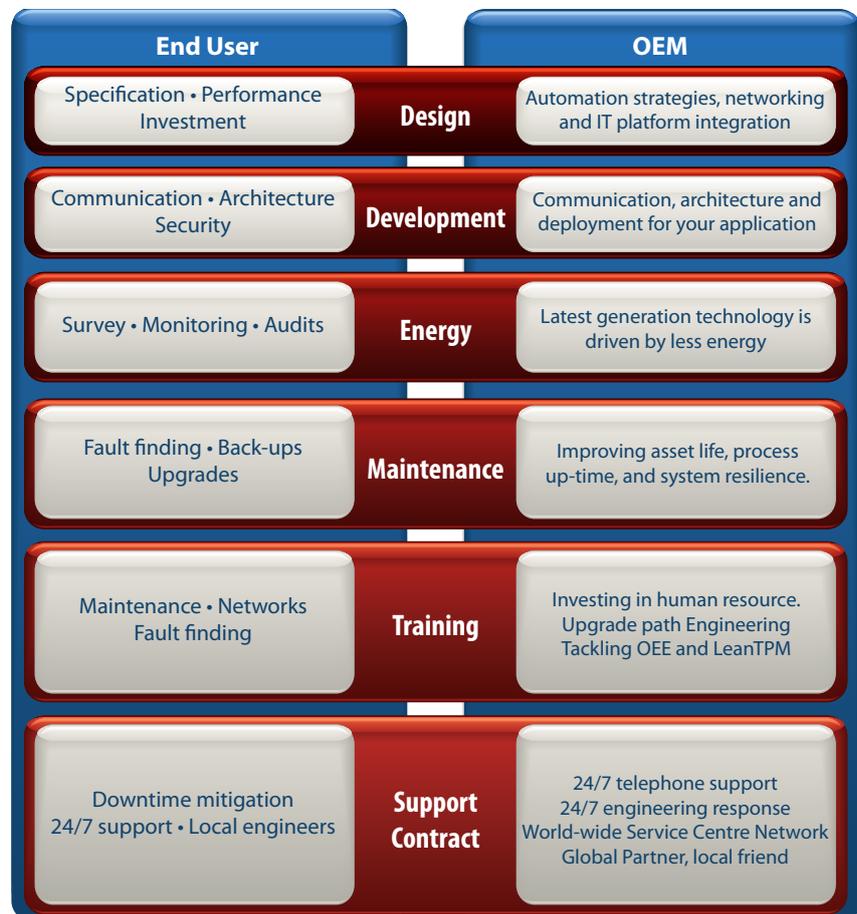


## Step by step

Any automation project can be broken down into a series of more manageable steps; these are often design, development, commissioning and maintenance. Engineers from Mitsubishi UK's CTC can help with professional support, expert advice and comprehensive services at every stage from pre sales technical advice to post sales maintenance training. At each stage of an automation project different services are needed to offer optimum support, for example:

**email:**  
[automation.support@meuk.mee.com](mailto:automation.support@meuk.mee.com)

**website:**  
[www.automationsolutions.mitsubishielectric.co.uk](http://www.automationsolutions.mitsubishielectric.co.uk)



# Experience and innovation



## Technical support hotline

A customer telephone hotline service, supporting both current and past product lines, is located at Mitsubishi UK's CTC.

Local engineers at our regional centres and key partners provide telephone support during office hours. These expert engineers have a comprehensive knowledge of both the products and automation applications.

Technical Support Hotline

**01707 288790**

Email :

**[automation.support@meuk.mee.com](mailto:automation.support@meuk.mee.com)**

With this mix of local and centralised support you can always be sure there is somebody available to take your call.

## First time is the right time

When your production line is down or you are trying to carry out essential maintenance between shifts and time pressure is mounting you need answers to your questions quickly and efficiently.

Using our technical support hotline you get to talk directly to expert engineers who on average solve 85% of problems within the first call and 99% of the problems within 24 hours.

## 24 hour support

We also offer a range of extended customer services.

24/7 support is a natural extension of the Technical Support Hotline. This subscription service offers 24/5 (24 hours, 5 days) and 24/7 (24 hours, 7 days) coverage depending upon the support package you need (See Diamond Service Contracts section).

## Global

**Website:**

**[www.global.mitsubishielectric.com](http://www.global.mitsubishielectric.com)**

Outside of Japan, Mitsubishi has Automation Centres in the following locations

### ■ Europe

Germany, UK (CTC), Ireland, France, Italy, Russia, Spain, Poland, Czech Republic

### ■ Asia & Oceania

China, Hong Kong, Korea, Singapore, Taiwan, Australia

### ■ Americas

USA, Mexico, Brazil

# Diamond Service contracts

We offer a tailored range of service contracts for single and multi-site companies, on an annual or project basis that we call our Diamond Service.

 **1 Diamond contract**  
24/7, 365 days a year  
telephone technical support

 **2 Diamond contract**  
24/7, 365 days a year  
telephone technical support  
Plus 'Pay as you go' service  
Emergency engineer call-out  
3 free of charge Training days

 **3 Diamond contract**  
Where down-time is critical,  
and response is paramount a  
fully bespoke service covering  
all the 2 Diamond services  
plus any/all of the following is  
available:

-  Product inventory and status
-  Dedicated technical support telephone number
-  24/7 on-site engineer call-out
-  Fixed support response time
-  Annual maintenance visit
-  Programme code back-up
-  5 year extended Warranty
-  Bonded on-site spares
-  Technical manual library
-  Multi vendor product support



*Service engineers provide timely, professional support*



Mitsubishi has a network of accredited Service Agents across the UK able to assist with on-site support. The engineering staff at each Service Agent has Mitsubishi Certified Engineer status, ensuring a consistent high level of professional service.



A network of accredited Service Centres offering on-site, or off-site repair and replacement service for Automation products.



# On-site services



24/7 on site engineering support

## Field service

Mitsubishi Electric provides a professional on-site service through its Service Agent and Service Centre networks.

The System Services Team supplies a broad range of on site support for Mitsubishi automation's product range. Experienced MCE qualified engineers with the correct diagnostic, calibration and repair equipment, as well as the right replacement parts, are able to get you up and running in the shortest possible time.

**email:**  
[automation.serviceteam@meuk.mee.com](mailto:automation.serviceteam@meuk.mee.com)

## Available services

Power quality surveys including:

- Harmonic survey for G5/4-1
- Security audit
- Energy Audit

Commissioning assistance for:

- Servo and Motion
- Variable Speed Drives
- Industrial Networking
- PLC program back-up
- HMI program and recipe back-up
- Legacy product survey and risk assessment
- Legacy hardware migration to current product

These services are offered in parallel to our Warranty, Asset Exchange and Diamond Support packages.

Mitsubishi Electric products exhibit extremely high reliability. It is not uncommon to find examples still in continuous operation after 20 years of service. An upgrade path is available to current product with little or no modification to programming or wiring.



# Maintaining your assets



*Complex installations need care to maintain productivity*

## Down-time mitigation

As with any activity maintaining the quality and operational function of your equipment is essential. Downtime from any operational failure is never good news. In today's tough business conditions returning to full production as soon as possible is critical.

## Flexible repair service

The UK Asset Exchange and Repair service helps you to get your production back up and running as soon as possible, even before your own damaged unit has been repaired.

- Asset Exchange applies to "in warranty" items. A new unit is despatched to you for the next working day
- Asset Exchange Plus applies to "out of warranty" items. A service exchange or new unit is despatched to you for the next working day
- Asset Repair for all Factory Automation Products, including non-current line items

## Spares

We keep a comprehensive spare parts stock. If your equipment needs spares we guarantee a fast delivery with new parts, refurbished units or upgraded components.

## Legacy products

Applying the latest technology to our ranges inevitably leads to new product development which brings ever greater benefits. This natural design and development cycle means that there are sometimes older generation products in existence which are no longer the main product line offered. These items now form part of our "Silverline".

### Websites:

[www.mitsubishi-automation.co.uk/products/silverline.html](http://www.mitsubishi-automation.co.uk/products/silverline.html)

[www.systemservice.mitsubishielectric.co.uk/services/legacy](http://www.systemservice.mitsubishielectric.co.uk/services/legacy)

The Silverline products are offered for as long as we can maintain stock availability. Service and support is offered for up to 7 years.



# Setting the standards

## Expert advice

The Mitsubishi UK support and application engineers are a team of highly qualified, dedicated professionals, ensuring that the engineers we put in place to support you are of the very highest calibre – often recognised as experts in their field.

## Mitsubishi Certified Engineer (MCE)

The Mitsubishi Certified Engineer Program is designed to generate, and recognise competent engineers, certified in Mitsubishi's automation systems equipment. Mitsubishi Certified Engineers will have a high degree of technical competence, across a wide range of Mitsubishi equipment.

To obtain certification, candidates must satisfy both theoretical and practical test elements.

## System Providers and Specialists

Officially recognised on our web-site, companies listed in our Mitsubishi System Integrator Programme (MSIP) have undergone extensive training. This ensures that the Automation Products in your project are integrated by Mitsubishi Certified Engineers.



*Mitsubishi system integrator programme*



## Mitsubishi Solutions Provider

MSP status is awarded to companies who can offer a "top down" total integration capability. They are able to engineer a "turn key" solution and offer a strong client oriented added value service capability.



## Mitsubishi Systems Specialist

MSS status is awarded to companies who provide solutions in more specialist fields or who provide elements of a total solution but not the entire solution themselves.



# Maximising your human resource



*Flexible training improves efficiency and productivity*

## Organised training

Dealing with complex automation equipment in a fast-paced manufacturing environment requires well trained personnel. Mitsubishi can make sure that your personnel get the latest automation training to be prepared and up to date with advancing technology.

## Quality checked

The quality of the training program is very important. Training courses are constantly monitored through feed back and evaluation forms completed by students at the end of each course.

This helps the trainers to keep the training courses relevant and to ensure they are delivering the best style of training possible and meeting customers needs.

## Scheduled courses

A comprehensive training schedule that includes everything from basic hardware courses, through programming and software to high level network training is available at Mitsubishi UK's regional Automation Centres:

Southern: Hatfield

Northern: Wakefield

Scotland: Livingston

Details of training schedules and courses can be found on-line.

**email:**

**[ctctraining.dept@meuk.mee.com](mailto:ctctraining.dept@meuk.mee.com)**

**website:**

**[www.training.mitsubishielectric.co.uk](http://www.training.mitsubishielectric.co.uk)**

## Dedicated application based course

Application and customer specific courses can be conducted at your premises. For pan-European companies courses are available at the training centres in Ratingen/Germany and at Mitsubishi branches in Italy, Spain, France, Russia, Poland, Czech Republic and Ireland. Training at local partners is available on request.



# MyMitsubishi



*In-depth technical details on a click*

## What you need, when you need it

Are you interested in news about products and technologies from Mitsubishi Electric for factory and process automation applications?

Do you need an address in your area for a local Mitsubishi distributor?. Or are you already a customer and need quick access to the latest technical information?. With MyMitsubishi you can find the information you need even faster and more easily and you also get some valuable additional services. Take advantage of MyMitsubishi – it's your direct channel to Mitsubishi automation technology.

## MyMitsubishi support benefits at a glance

- You can access answers to hundreds of technical issues that have already been addressed by our knowledge base
- You can email our documents to your colleagues in the field helping you to support your on site staff
- Free downloads of: Demo Software, CAD, GSD, ESD files and product certifications
- Free access to a comprehensive library of sample function blocks
- Solve application issues fast by consulting the extensive knowledge base
- Customise your access; subscribe to the product and feature updates that are most important to you

## How to register - visit

[www.systemservice.mitsubishielectric.co.uk/downloads](http://www.systemservice.mitsubishielectric.co.uk/downloads) and click on the link on the MyMitsubishi page to display the registration form. Enter a user name and password of your choice and your contact details, then click on the Register button. Shortly after doing this you will receive an email asking you to confirm and complete the registration process. If you ever forget your password just click on the link to have it sent to your registered email address. You are in complete control of how we work with you. You can edit, modify or even delete your registration at any time from within your personal profile.



## Service & Support

[www.systemservice.mitsubishielectric.co.uk](http://www.systemservice.mitsubishielectric.co.uk)

You can also visit the dedicated System Service website and get access to up-to-date details service offerings, training and product support. Packed with content, you can even download a copy of this brochure.

# Global Partner. Local Friend.

## General Contact

General Email [automation@meuk.mee.com](mailto:automation@meuk.mee.com)  
Brochure Hotline 0870 516 8567  
General Telephone 01707 276 100  
General Fax 01707 278 695

## Offices

Head Office – South Mitsubishi Electric  
Automation Systems Division  
Travellers Lane  
Hatfield, Hertfordshire AL10 8XB

Automation Centre – North Asdale Road,  
Sandal Castle Centre  
Wakefield, WF2 7JE

Automation Centre – Scotland Nettlehill Road,  
Houstoun Industrial Estate  
Livingston, EH54 5EQ  
Email [scotland.automation@meuk.mee.com](mailto:scotland.automation@meuk.mee.com)  
Phone 01506 448840

## Technical Support

Support Email [automation.support@meuk.mee.com](mailto:automation.support@meuk.mee.com)  
Service Team Email [automation.serviceteam@meuk.mee.com](mailto:automation.serviceteam@meuk.mee.com)  
Help Desk Telephone 01707 288 790  
Help Desk Fax 01707 278 991

## Training

Training Email [ctctraining.dept@meuk.mee.com](mailto:ctctraining.dept@meuk.mee.com)  
Training Telephone 01707 278 916  
Training Fax 01707 278 991

## Web Sites

UK Automation Systems Division [www.automation.mitsubishielectric.co.uk](http://www.automation.mitsubishielectric.co.uk)  
UK Branch [www.mitsubishielectric.co.uk](http://www.mitsubishielectric.co.uk)  
Global Site [www.global.mitsubishielectric.com](http://www.global.mitsubishielectric.com)



Mitsubishi Electric Europe B.V. /// Travellers Lane /// Hatfield /// Herts. AL10 8XB ///  
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[www.automation.mitsubishielectric.co.uk](http://www.automation.mitsubishielectric.co.uk) /// [automation@meuk.mee.com](mailto:automation@meuk.mee.com)