

Service & Support



**We are with you
every step of the way**

Service and support you can rely on



At Mitsubishi Electric we aim to deliver 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.

Technical support hotline

Our customer telephone hotline service, supports both current and past product lines and is located at our Customer Technology Centre (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 288 790

Email : 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.

24 hour support

We also offer a range of extended customer services. Twenty-four hour telephone support is a natural extension of the Technical Support Hotline. This subscription service offers 24-7 (24 hours, 7days) coverage.

3 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 3 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:

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

Service Agents

Mitsubishi Electric 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.

Service Centres

Our network of accredited Service Centres offer on-site or off-site repair and replacement service for automation products.

On-site services

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



Available services

Power quality surveys including:

- Harmonic survey for ENA
- Recommendation G5/4-1

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 3 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

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 returned.

- 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” current line items. A service exchange or new unit is despatched to you for the next working day at Asset Exchange plus cost.
- Asset Repair for all Factory Automation Products, including non-current line items. It is a return to MEU-UK, fixed price repair service.

General Contact

Email: automation@meuk.mee.com

Telephone: 01707 288 780

Fax: 01707 278 695

Offices

Head Office – Mitsubishi Electric

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Wakefield, WF2 7JE

Automation Centre - Scotland

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Houstoun Industrial Estate

Livingston, EH54 5EQ

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Telephone: 01506 448 840

Technical Support

Support Email: automation.support@meuk.mee.com

Service Team Email: automation.serviceteam@meuk.mee.com

Help Desk Telephone: 01707 288 790

Help Desk Fax: 01707 278 695

Training

Email: ctctraining.dept@meuk.mee.com

Telephone: 01707 288 790

Fax: 01707 278 695

Web Sites

UK Automation Systems Division

www.automationsolutions.mitsubishielectric.co.uk

System Service

www.systemservice.mitsubishielectric.co.uk

