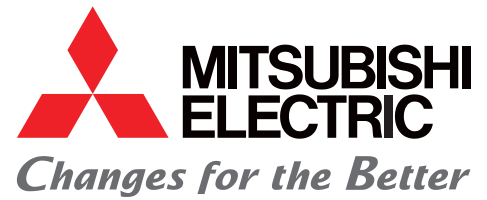




for a greener tomorrow



# After-Hours Technical Support

Reduce machine downtime by receiving expert level advice after hours and weekends



**Parts and Technical Support available every day of the week.**

After-Hours Support Program*		
	Normal Hours of Operation	After-Hours Support
Monday – Friday	7:00 am – 7:00 pm	7:00 pm – 7:00 am
Weekends	N/A	7:00 am – 7:00 am
Holidays	N/A	7:00 am – 7:00 am

\*All times are Central Standard Time (CST)

## CRITICAL OPERATIONS MAY REQUIRE AFTER-HOURS SUPPORT DURING A MACHINE BREAKDOWN

Large and small companies alike may require an occasional after-hours support call to address a CNC machine or robot breakdown condition. Here at MEAU, we are prepared to support that objective by offering our customers the value-added service of 24/7 support, 365 days per year.

Technical Support is a phone call away during your 3rd shift operations or weekend part runoffs. After-hours and weekend support is charged at a rate of \$250 per claim. This service is meant for emergencies only. Emergencies are defined as your machine tool or robot being in an emergency stop condition and/or will not operate.

In the event that technical support is needed after hours, please contact us at:

**847.478.2504**  
**after-hours.service@meau.com**

Support is reached during normal business hours by dialing 847.478.2500 x2

Please have the following information ready: how the service will be paid for, your machine model and serial number, company name and contact, and any necessary details about the machine's condition.

In addition to telephone support, we offer on-site field service. The billable rate for on-site service can be found [here](#). This service is not designed to dispatch engineers during the evening, weekends, or holidays.

Are you in need of a part after hours? To order a part after hours, please call 847-478-2505. The fee to use this service is \$500. This service is to be utilized for emergencies only and is not considered an extension of our normal business hours. For more information click [here](#).

Does your maintenance team require additional training? Please review our website for the Mitsubishi University enrollment programs or contact us directly at [cnctraining@meau.com](mailto:cnctraining@meau.com)

These are some of the many value-added services that we offer; please call our support line during normal business hours to discuss how we can offer more services to meet your business requirements.

## MITSUBISHI ELECTRIC AUTOMATION, INC.

500 Corporate Woods Parkway, Vernon Hills, IL 60061  
Ph 847.478.2500 • Fx 847.478.2650

[us.MitsubishiElectric.com/fa/en/support](http://us.MitsubishiElectric.com/fa/en/support)

September 2017 • ©2017, Mitsubishi Electric Automation, Inc.  
Specifications subject to change without notice. • All rights reserved