

FA & ROBOT & ROBOMACHINE

FANUC





Service First 

服務基本方針

Service Basic Direction

提升稼動率
Minimizing Down Time

全球服務
Global Service

終身維修
Lifetime
Maintenance

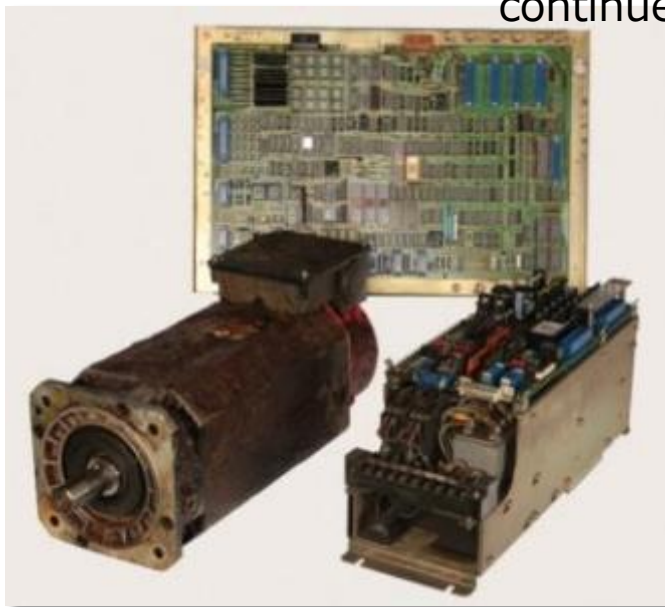


Lifetime
Maintenance

終身維修 - 修理

Lifetime maintenance - Repair

只要客戶繼續使用，FANUC就會持續提供服務
FANUC will keep on providing services as long as the customer
continues to use FANUC's products.



修理前 Before

修理
Repair



修理後 After

Lifetime
Maintenance

終身維修 - 重新設計

Lifetime maintenance - Redesign

重新設計多種維修零件與工具

FANUC redesigns many maintenance parts and tools.



CRT Display

停止生產
End of
production



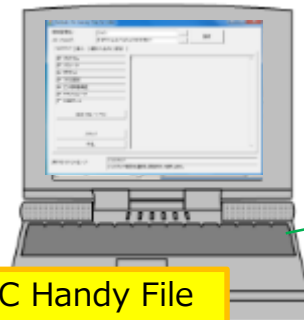
Floppy Cassette
Adapter



Handy
File



LCD Display



PC Handy File
for CNC

USB port



converter

RS-232-C

對應機種 Applied model

- CNC SYSTEM 3/6/9 及之後機種
程式, 參數等資料

全球服務 Global Service

A world map with numerous dots representing service locations. The dots are most densely packed in Europe, Asia, and North America. The FANUC logo is centered on the map. The text '263 服務據點 Locations supporting 108 國 Countries' is overlaid on the map.

263 服務據點 Locations supporting **108** 國 Countries

超過 Over **2,300** 維修服務人員 Service staff

全球服務網

Global Service Network



全球零件庫存

Global Parts Inventory



100,000

項 items



4,000,000



個 Pcs

全球各地服務公司
Global Service Organization

FANUC Japan 日本

成立於 Established

1972



修理工廠擁有470台以上的
修理設備

The Repair Factory has
over **470** testing
equipment

修理項目超過16,000種
Can perform more than
16,000 types of repairs



修理工廠
Repair Factory



電話受理中心
Call Center



整修
Over Hall

日本各地事務所 FANUC Japan Offices



Okayama



Toyama



Hamamatsu



Niigata



Sapporo



Hiroshima



Hakusan



Anjyo



Maebashi



Sendai



Kokura



Hirakata



Hino



Tsukuba



Kumamoto



Osaka



Nagoya



Oshino



Urawa

日本各地員工 FANUC Japan members



FANUC America 美國



Detroit



Chicago



成立於 Established

1977

密西根州創新園區佔地面積超過1百萬平方英尺
Over 1 Million Square Feet of Innovation in Michigan Alone



Chicago



專門的應用程序和產品開發團隊
Dedicated application and product development teams

- 18間事務所
18 Regional Offices
- 13處訓練設施
13 Training Facilities
- 995間認證學校
995 CERT Schools
- 240名服務/支援人員
240 Service /Support Personnel



Detroit



Canada

FANUC Mexico墨西哥



Aguascalientes (Head Office)



成立於 Established
1992



Field Service



Abundant maintenance parts inventory



Technical Training

FANUC South America南美



São Paulo (Head Office)



Manaus (Branch Office)



Maintenance parts repair

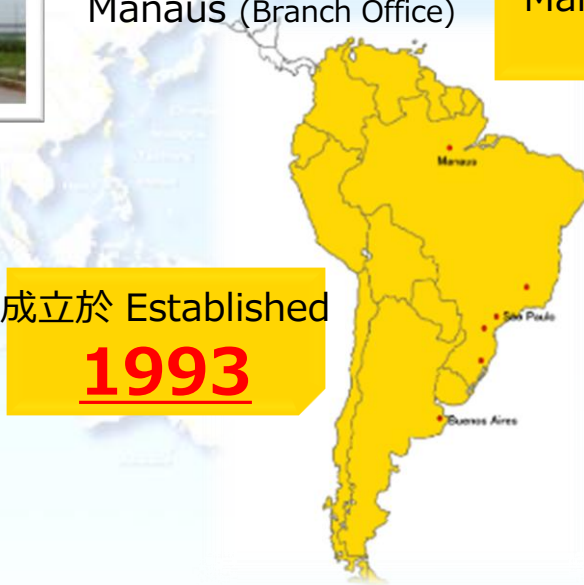


Phone support 24 hours/365days

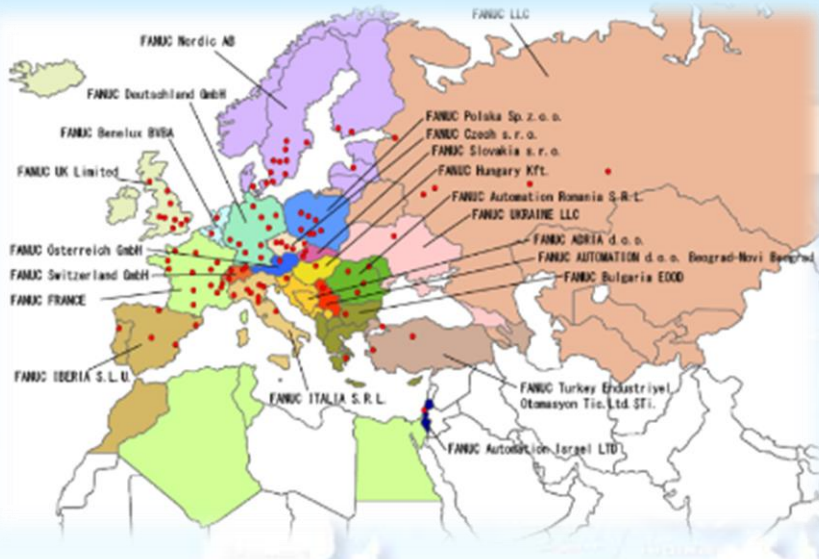


Abundant maintenance parts inventory

成立於 Established
1993



FANUC Europe 歐洲



成立於 Established
1982
in Luxembourg 盧森堡

Lifetime
maintenance

Maintenance parts
repair



European Repair
Center
(Luxembourg)

24 hours/365days
support

99.8%
Parts availability



European Warehouse
(Luxembourg)

FANUC Academy

Latest training
equipment



European FANUC
Academies
(Germany)

FANUC Europe Offices 歐洲各地事務所



FANUC UK



FANUC Spain



FANUC Serbia



FANUC Czech



FANUC Russia



FANUC Germany



FANUC Switzerland



FANUC Nordic



FANUC Romania



FANUC Poland



FANUC Ukraine



FANUC France



FANUC Austria



FANUC Europe
(Luxembourg)



FANUC Slovakia



FANUC Hungary



FANUC Turkey



FANUC ITALIA



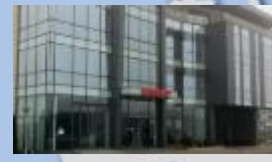
FANUC Benelux



FANUC Israel



FANUC Adria



FANUC Bulgaria

FANUC Europe members

歐洲各地員工



Spain



Germany



Belgium



Czech



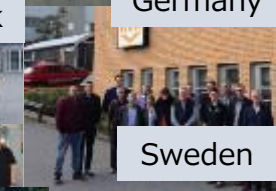
Russia



France

Denmark

Austria



Sweden



UK



Hungary



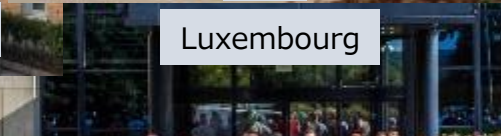
Poland



Finland



Luxembourg



Ukraine



Slovenia



Switzerland



Italy



Adria



Bulgaria



Turkey



Adria

北京發那科 BEIJING - FANUC



Beijing (Head Office)



成立於 Established
1992



Call Center



Training Center



Maintenance
parts repair

上海發那科

SHANGHAI-FANUC Robotics / ROBOMACHINE



SHANGHAI (Head Office)

成立於 Established

1997



GUANGZHOU



CHONGQING



Abundant
maintenance
parts inventory



WUHAN



24 hours/365days
Free support



Quick Response of
Maintenance

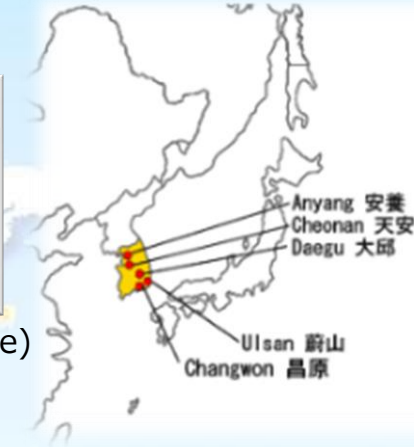
KOREA FANUC Service 韓國



Changwon (Head Office)



Cheonan (Branch Office)



成立於 Established
1978



Changwon



Cheonan



Daegu



Ulsan



Anyang



Maintenance parts repair



Abundant maintenance parts inventory



Service Front

TAIWAN FANUC 台灣



Taichung (Head Office)

成立於 Established
1986



Robot
Operation Training



Taipei



Tainan



Maintenance parts repair



FA Seminar



Taichung

FANUC INDIA 印度



Bangalore (Head Office)



Repair Center

成立於 Established
1992



Service
Customer
Center



Abundant maintenance
parts inventory



Faridabad



Manesar



Chennai



Bangalore



Pune



Ahmedabad

FANUC Thai 泰國



Bangkok (Head Office)



成立於 Established
1989



Technical Training



Abundant
maintenance parts inventory



Show Room



FANUC MALAYSIA 馬來西亞

Nov. 2019 start



Kuala Lumpur (Head Office)



成立於 Established
1994



Technical Training



Repair of
Teaching Pendant



FANUC Singapore 新加坡



Singapore (Head Office)



Abundant maintenance parts inventory



Technical Training



成立於 Established
1979



Show Room

FANUC INDONESIA 印尼



Jakarta (Head Office)



2 Service Locations



Cikarang



Jakarta



Abundant maintenance parts inventory

成立於 Established
1988



Technical Training

FANUC Oceania 澳洲



Sydney (Head Office)



Technical Training

成立於 Established
1976



- 2 Call Center
- 6 Service Center



Abundant maintenance parts inventory

FANUC SOUTH AFRICA 南非



Johannesburg (Head Office)

成立於 Established
1992

Cape Town

Johannesburg

Port Elizabeth



Abundant maintenance parts inventory



Local language support

Newly
established
Cape Town



FANUC VIETNAM 越南

Jul. 2020 start



Ho Chi Minh
(Head Office)

成立於 Established
2002



Ha Noi (Branch Office)



Abundant maintenance
parts inventory



Show Room



Technical
Seminar

FANUC Philippines 菲律賓

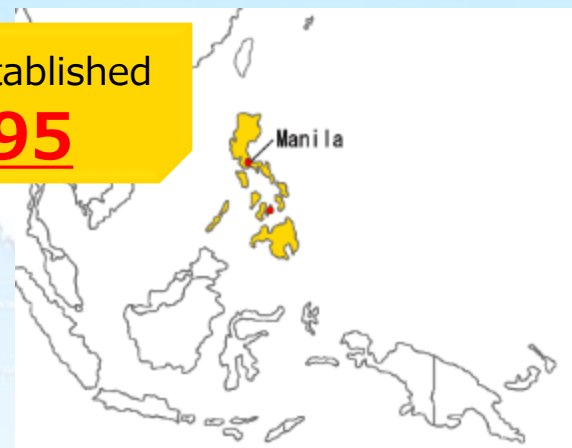
Dec. 2018 start



Manila (Head Office)

成立於 Established

1995



Opening Ceremony
March 2019



Show Room



Abundant maintenance
parts inventory

Service First 

我們將持續努力以誠意與親切的態度
提供最佳服務提昇客戶滿意度。

We continue strive to provide the best services
with sincerity and dedication
for the customer satisfaction.