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Factory Repair

Our goal is to minimize production downtime by providing you with prompt and reliable on-site services. Along with Yaskawa Field Service Engineers, we are also able to provide local service through our wide network of Authorized Service Providers.

<p>Repair Turnaround Time</p> <p>Our standard published turnaround time is 7-10 business days, however turn around within five days is common. We also offer two levels of expedited repair.</p> <ul style="list-style-type: none"> Standard Turnaround...7-10 Business Days Rush Turnaround...3-4 Business Days Emergency Turnaround...Next Day <p>*Turnaround time begins the day after the unit is received, but may change based on part availability. *Rush and Emergency Turnaround are subject to an additional rush charge.</p>	<p>Contact Support</p> <p>United States Phone: 1-800-YASKAWA (927-5292), dial 31 Direct line: (847) 689-3709 Fax: 1-847-785-2713 Hours: 8:00 am to 5:00 pm (CST) - Monday through Friday</p> <p>Canada, Mexico, Central and South America View Contact Information</p> <p>Outside the Americas Call 1-847-887-7000, ask for Technical Support</p> <p>Send Us Your Repair Request</p>
<p>Fiat Rate Pricing</p> <p>Yaskawa America, Inc. - Drives & Motion Division offers a flat rate repair price not to exceed 50% of net price of new.</p>	<p>Before You Call...</p> <p>Please have following information available:</p> <ul style="list-style-type: none"> Model and spec number of the unit Serial number Failure information (fault and alarm codes, descriptions) Application which the product is used on Length of time in service
<p>Repair Warranty</p> <ul style="list-style-type: none"> 6 month standard warranty from date of shipment 12 month standard warranty may be available depending on product type and product life cycle stage. Extended warranty is available. 	
<p>Product Life Cycle</p> <p>Repair availability depends on the product type and life cycle stage. To determine availability select the product type in the right hand menu.</p> <ul style="list-style-type: none"> For more detailed repair information on Legacy and Obsolete products, call 1-800-YASKAWA (927-5292), dial 31 	
<p>Benefits</p> <p>Our factory repair services provide the following advantages:</p> <ul style="list-style-type: none"> Repairs are performed by Yaskawa factory-trained technicians ESD protected repair department Return unit is thoroughly cleaned All boards and components are evaluated using factory certified test equipment Authorized Yaskawa replacement parts used in every repair Units are upgraded to current factory ECO Detailed repair report All repairs are warranted 	