

Five-day express repair service

European Repair Center



5 simple steps to our five-day express repair service

Omron products are well known for being extremely reliable. Failures are an exception. In the event that a product needs repair, We have, in cooperation with DHL, set up a 5-step system to ensure a fast and simple repair service for all our EU customers.



This is a free repair service for products under warranty as given by Omron. Where the warranty period has expired, a repair or replacement charge will be quoted. This standard charge quotation includes direct pick up and delivery at your site anywhere within the European Union.

1 Tell Omron what's wrong

If you need a repair, contact your distributor or local Omron after sales.

2 Repair authorisation

We will send you an acknowledgement of your request for a repair and, if applicable a quotation.

3 Pack the product for transport

Make sure the product is securely packed in a box.

4 Call your local DHL agency

Quote the special OMRON account number and DHL will collect your package.

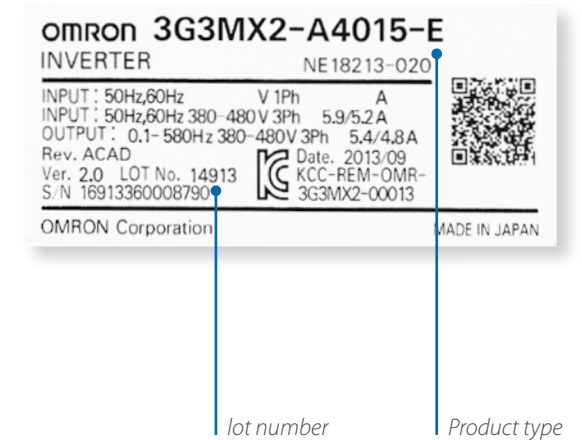
5 DHL returns your repaired product

Your repaired and tested product, along with a repair report, is returned within the next five working days!

Tell us what's wrong

In the event of a product failure, contact your distributor or local Omron after sales service staff providing them with the following information:

- Your company name, address and email address
- Product type and number
- A detailed description of the error



Repair authorization

We will send you a fax or email acknowledgement of your request, including a quotation for repair.

The acknowledgement also contains the following information:

- A description of the product confirming the type and quantity to be repaired.
- For products not covered by a warranty, a cost estimate for the repair will be sent for your approval signature. You fax or email this back to us.
- Omron DHL air way bill label to attach to the product.
- The telephone number for DHL - to arrange for free collection.
- A unique repair number (barcode) which can be used to track your product throughout the process.

European Repair Centre
OMRON
 Repair Authorisation

Omron Electronics Limited
 Opal Drive, Fox Milne
 MK15 0DG Milton Keynes UNITED KINGDOM

Date: 2014-12-16
 Page 1 of 6

From: Repair & Service
 Tel 0870 752 0891
 Fax 0870 752 0892

To: [Redacted]

Dear Richard Pether,

Further to our recent telephone conversation, I send you this authorisation for the repair of the following product:

Product: **FQ2-545090F-08M (1PC)** Lot number: * Unique RMA number: **UKN1412007**

Customer reference number:

If the defect is covered by the warranty, as given by Omron, there will be no costs charged. If the repair is not a warranty repair, the appropriate costs as quoted below will be charged. By signing this form and/or giving us your order number you authorise us to repair the product, even if the defect is not covered by the Omron warranty.

Non warranty basic cost quotations:

Non warranty repair: £356.73	Single Component Failure: £176
No failure found: £177.78	Not repairable: £84.96

Carriage and packing. The repair price includes direct pickup, shipment and return delivery. Please note. Products must be properly packaged for safe shipment. Omron and the transport courier will not accept any responsibility for damage caused by poor packaging. Damage in transit, due to inadequate packaging, is the customer's responsibility.

Please call DHL to book the shipment: **0644 248 0844**
 If asked please do not accept the DHL insurance.

Attached you find the shipment documentation dedicated for this shipment (airwaybill). You can use this airwaybill to ship your product to our repair centre. Please quote the DHL account number as described on the airwaybill.

When booking the shipment, DHL may also require the following information:
 Total Number of packages
 Total Weight
 Dimensions of the package

Please add the attached barcode. The following page carries a barcode, which should be fixed to the product before packing it and booking the shipment.

Ship the product to:

Omron European Repair Centre
 Attn: Warehouse
 Zilverenberg 2
 NL-5234 GM S'HERTOGENBOSCH
 the Netherlands

In the event that the product is not ready for shipment on the date and time booked and agreed with the courier, and the booking was not cancelled with at least 24 hours notice, transport costs will be charged by us.

European Repair Centre Page 2 of 6

Product: FQ2-545090F-08M
 RMA Number: UKN1412007

Send the repair to:
 Omron European Repair Centre
 Attn: Warehouse
 Zilverenberg 2
 NL-5234 GM S'HERTOGENBOSCH
 the Netherlands

For quick handling of your repair, please add this barcode to the product

Pack the product for transport

Make sure the product is securely packed in a box with sufficient protective padding around it. Be sure to include the barcode printed on the bottom of your repair confirmation.



- 1 Fill in your telephone number and email address.
- 2 Fill in the number of packages, total weight (rounded up to the nearest 0.5kg) and the dimensions.
- 3 Sign the AWB and fill in the date.

Customer copy:

DHL Track this shipment via the DHL website <http://www.dhl.com>

Shipment Air wayBill (Non negotiable)

1 Payer account number and insurance details Payer Account No 960204900	6088446361	ORIGIN	DESTINATION CODE
2 From (Shipper) Contact name		<input checked="" type="checkbox"/> EU-Express (ECX)	
Shipper's reference UKN1412007	4 Shipment details Total number of packages Total weight Dimensions in cm	DIMENSIONAL CHARGEABLE WEIGHT	PAYMENT DETAILS (Cheque, Card No) No. : Type Expires
Company name Address Postcode/Zip Code (required) Phone, fax or email (required)	5 Full description of contents Give content and quantity Products for repair. Electronic industrial automation		
3 To (Receiver) Company name OMRON EUROPEAN REPAIR CENTRE Delivery address (DHL cannot deliver to a PO box) 2 ZILVERENBERG 2 NL-5234 GM S'HERTOGENBOSCH	6 Dutiable shipments only (WPK) Customs requirement NOT AVAILABLE		
7 Shipper's agreement (Signatures needed) Postcode/Zip Code (required) Country NL-5234 GM THE NETHERLANDS Contact Person ATTN: WAREHOUSE Phone, fax or email (required) +31 (0)73 648 1841	8 Signature		

For more information See DHL website or call your local DHL office

Call your local DHL agency

Call your local DHL agency and supply the following information:

- Omron's DHL customer account number.
- Weight and size of the package.
- Collection address.

For same-day pick up, call DHL before 2 PM.

Attach the completed airway bill to your package.



DHL returns your repaired product

Your repaired and tested product, together with a repair report, will be returned within the next 5 working days.

Further important information:

- Content of this five days express repair service is subject to change without prior notification.
- No rights can be reserved from this brochure.
- Repaired products receive a 12-month warranty on any replaced or repaired components, valid from the repair date at the Omron European Repair Centre.
- Customs procedures may delay repair requests from outside of the European Union.
- Some Omron products do not qualify for this express repair service.

For more details, please contact your distributor or local Omron after sales staff, or consult our web page at (www.europe.omron.com).



Would you like to know more?

OMRON EUROPE

 +31 (0) 23 568 13 00

 industrial.omron.eu

Sales & Support Offices

Austria

Tel: +43 (0) 2236 377 800
industrial.omron.at

Belgium

Tel: +32 (0) 2 466 24 80
industrial.omron.be

Czech Republic

Tel: +420 234 602 602
industrial.omron.cz

Denmark

Tel: +45 43 44 00 11
industrial.omron.dk

Finland

Tel: +358 (0) 207 464 200
industrial.omron.fi

France

Tel: +33 (0) 1 56 63 70 00
industrial.omron.fr

Germany

Tel: +49 (0) 2173 680 00
industrial.omron.de

Hungary

Tel: +36 1 399 30 50
industrial.omron.hu

Italy

Tel: +39 02 326 81
industrial.omron.it

Netherlands

Tel: +31 (0) 23 568 11 00
industrial.omron.nl

Norway

Tel: +47 (0) 22 65 75 00
industrial.omron.no

Poland

Tel: +48 22 458 66 66
industrial.omron.pl

Portugal

Tel: +351 21 942 94 00
industrial.omron.pt

Russia

Tel: +7 495 648 94 50
industrial.omron.ru

South Africa

Tel: +27 (0)11 579 2600
industrial.omron.co.za

Spain

Tel: +34 902 100 221
industrial.omron.es

Sweden

Tel: +46 (0) 8 632 35 00
industrial.omron.se

Switzerland

Tel: +41 (0) 41 748 13 13
industrial.omron.ch

Turkey

Tel: +90 212 467 30 00
industrial.omron.com.tr

United Kingdom

Tel: +44 (0) 1908 258 258
industrial.omron.co.uk

More Omron representatives

industrial.omron.eu