

# Fast Replacement Services

## To keep your machines up and running



OMRON's Fast Replacement Service is great for those customers with a failed product that requires immediate replacement within the warranty period. We support customers to reduce their machine down time when the time is very critical and waiting for a repair is not an option.

**We keep you  
on the right  
track!**

- **Express shipment**  
Get a new replacement unit with next-day express shipment\*
- **Carefree replacement process**  
Let us handle the warranty process after you get your machine up and running
- **New warranty period**  
Start warranty from the beginning. New warranty period begins from the day you receive the replacement product

**Contact us now  
for Fast  
Replacement  
Service**

*Please note that our Customer Service is available during office hours!*

\*The conditions may change depending on the product family

[industrial.omron.eu/en/services-support/repair-service](https://industrial.omron.eu/en/services-support/repair-service)

# Omron Services at a glance

**When it comes to Automation & Safety, Robots or Vision,  
we provide Services throughout the life-cycle of your machines:**

## To Design:

Safety Services, Financial Services, Proof of Concept

## To Start-up:

Consultation Desk Services, Value Added Logistics, Technical Support,  
Project Management

## To Maintain:

Repairs, Training, Field Support, Spare Parts, Warranty extensions,  
Preventive Maintenance and Virtual Assistance

**150+** Sales Offices  
**2700+** Sales Engineers &  
Field Application Engineers  
and System Integrator  
Network

We strive to be your trusted partner in Automation, providing you with the support you need to operate globally and enabling you to operate more quickly, more efficiently and more smartly than your competitors.

Being part of a global network means you also benefit from Omron's international expertise and innovations, wider product availability and express deliveries of spare and replacement parts.



*Would you like to know more?*

[industrial.omron.eu/en/services-support](http://industrial.omron.eu/en/services-support)

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