



**Peace of mind goes a long way. So do our service engineers.**

**Visit [meau.com/RobotDiamondAssurance](http://meau.com/RobotDiamondAssurance) to learn more about our Robot Diamond Assurance plans.**

With any key equipment, preventive maintenance will extend production life and ensure maximum uptime and utilization. In addition to normal maintenance service, we will perform a series of system checks designed to give you insight into potential causes of future failures.

## FAQs

### **Do I have to contact Mitsubishi Electric to schedule maintenance?**

*No, you don't. Our service team will do the heavy lifting and contact you to schedule a convenient time.*

### **What kind of feedback will I receive about the condition of my robot?**

*We will email an electronic service report after each visit. The report will detail any additional actions that may be required to keep your robot in peak condition.*

### **Can I extend my plan beyond the initial term?**

*Of course. You can extend your plan by renewing at least 30 days before your plan expires.*

### **How is this different from my warranty?**

*Your warranty covers breakdowns due to manufacturing defects of the robot and controller. Robot Diamond Assurance protects your investment by providing regularly scheduled maintenance.*

Available in the continental US, Canada, and limited parts of Mexico.

To request more information, visit [meau.com/RobotDiamondAssurance](http://meau.com/RobotDiamondAssurance).

### **MITSUBISHI ELECTRIC AUTOMATION, INC.**

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for a greener tomorrow







## Robot Diamond Assurance™



# ROBOT PREVENTIVE MAINTENANCE

You need your robot to perform without problems, and we can help. The Robot Diamond Assurance plans offer the following services that will lower your total cost of ownership. With regular, proper maintenance from Mitsubishi Electric factory trained technicians, you can avoid premature failure and costly, unplanned downtime.

We recommend the 2 Diamond Plus and 3 Diamond Plus programs for robots used for high duty cycle applications. More frequent inspection of key components such as belts, ball screws, and splines will allow you to maximize the operating life of your robots.

Robot Diamond Assurance Tiers	2 DIAMOND 	2 DIAMOND PLUS 	3 DIAMOND 	3 DIAMOND PLUS 
	24 Month Plan	24 Month Plan	36 Month Plan	36 Month Plan
Grease Ball Screw and Spline	Every 12 months	Every 6 months	Every 12 months	Every 6 months
Check Belts and Tension Where Needed	Every 12 months	Every 6 months	Every 12 months	Every 6 months
Backup Controller	Every 12 months	Every 6 months	Every 12 months	Every 6 months
Evaluation of PM Interval	Every 12 months	Every 6 months	Every 12 months	Every 6 months
Grease Joints As Needed	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Reset Lubrication Timers	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Replace Arm and Controller Batteries	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Inspect Each Joint For Backlash or Rough Movement	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Check Splines for Straightness	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Inspection of Joints for Leaks	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Check for Noise in Each Joint	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Replace Air Filters	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Check Origin Data	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Inspection of Fans	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Replacement of Belts If Needed (Cost of Belts are Additional)	Every 12 months	Every 12 months	Every 12 months	Every 12 months
Inspection of Safety Circuit			Every 12 months	Every 12 months
Inspection of Cables			Every 12 months	Every 12 months
Inspection of Air Lines			Every 12 months	Every 12 months
Inspection of Operation Panel			Every 12 months	Every 12 months
Check Incoming Voltage and Connection			Every 12 months	Every 12 months
Check Motor Brakes			Every 12 months	Every 12 months
RT Toolbox Communication Test/Verification			Every 12 months	Every 12 months
Cloud Robot Backup			Every 12 months	Every 12 months
Check and Update Software Version			Every 12 months	Every 12 months
Priority Phone Support (Technical)			Included	Included
Basic Maintenance Training (1 Seat)*			Included	Included

\*This training class is only offered at our corporate office in Vernon Hills, Illinois.