

CUSTOMER SATISFACTION

DEDICATED TO TOTAL
CUSTOMER SATISFACTION.
WE TRAIN OUR PERSONNEL
ON SERVICE EXCELLENCE AND
CUSTOMER RESPONSIVENESS.
WE MEASURE OUR GROUP'S
PERFORMANCE ON POINT-
OF-CONTACT SURVEYS. THE
ENTIRE COMPANY IS MEASURED
ON AN ANNUAL CUSTOMER
SATISFACTION SURVEY.



CUSTOMER SATISFACTION

Motoman Robotics' Customer Satisfaction Group is dedicated to delivering world-class customer support – directly in the Western Hemisphere and through our sister companies worldwide. Once an installation is complete, our Customer Satisfaction Group maintains an ongoing relationship with each customer. A full line of support services is available to help maximize your system uptime and enhance your return on investment.

The Customer Satisfaction Group consists of many teams to ensure that your support requirements are met, while providing the highest level of customer satisfaction.

- Aftermarket Sales Team
- Customer Support Team
- Field Support Team
- Refurbishment Center Team
- Software Support Team
- Technical Education Center
- Technical Support Team
- Integrator Support Team

Customer Care Center

- 24-hour technical support hotline
- Single point-of-contact – “one-call support”
- Spare parts support
- Web-based, anywhere, anytime access
- MyMotoman™ – remote robot monitoring service

Regionally-Based Service Organization

- Field service support
- Field programming support

Robot Life Cycle Management Programs

- Industry-leading extended warranties
 - Up to 10 years from installation date
- Service programs
 - System upgrades
 - Robot rebuilds
 - Preventive maintenance and audits
 - Specialized training packages
- Maintenance Plans
 - LIFE program
 - Warranty extensions
 - Volume support packages
 - Resident technician plans
 - Certified Pre-Owned program
 - Retrofits

MISSION

Motoman Robotics is dedicated to delivering high quality, innovative automation solutions that help our customers to be world competitive and to providing the highest level of customer satisfaction in the automation industry.

Motoman Robotics will achieve this mission by pursuing economically sound strategies that embrace continuous improvement, invention and diversification in concert with perpetuating an entrepreneurial spirit throughout the organization and developing a deep and mutual trust with our customers, employees, vendors and shareholders.

TECHNICAL EDUCATION



Training At Motoman Robotics HQ

- IACET certified programs
- Over 13,400 sq. ft. dedicated to training
- Robots on tables for hands-on learning
- Application-specific training
- Highest robot-to-student ratio – 2:1
- 56+ robots dedicated to training
- Virtual Robot Controller technology for remote training capability
- Custom training offered at HQ or your facility
- Dedicated training professionals ensure consistent instruction



Regional Training

- Los Angeles, California
- Detroit, Michigan
- Dayton, Ohio (HQ)
- São Paulo, Brazil
- Mississauga, Canada
- Aguascalientes, Mexico
- Monterrey, Mexico



MERIT Program

- Extends Motoman Robotics certified training locally

Over 75 Classes Are Available Including:

- Basic and Advanced Programming
- Maintenance
- INFORM Ladder (Concurrent I/O)
- ArcWorld® Operation
- Computer-based and web-based offerings



Class size is limited to facilitate an effective and enhanced learning atmosphere. Classes are continually reviewed to ensure that the finest training services are available. Early registration is strongly recommended as these classes are in high demand and typically close out 60-90 days in advance.



ROBOT LIFE CYCLE MANAGEMENT PROGRAM

For those customers requiring a higher level of support, Motoman Robotics offers a variety of options covering optimization and emergency, as well as preventive needs. Motoman Robotics can dispatch a service application technician in less than 24 hours, typically within eight hours. Motoman Robotics also offers an extensive line of support agreements, breaking new ground in customer responsiveness.



Field Service Team

Top-of-the-line field service is provided through our front-line Field Support Team. Factory-trained technicians are strategically located throughout North America to provide rapid on-site support for:

- Programming
- Maintenance
- Repairs
- System audits

LIFE Program

Life Cycle Improvement Focused Extension

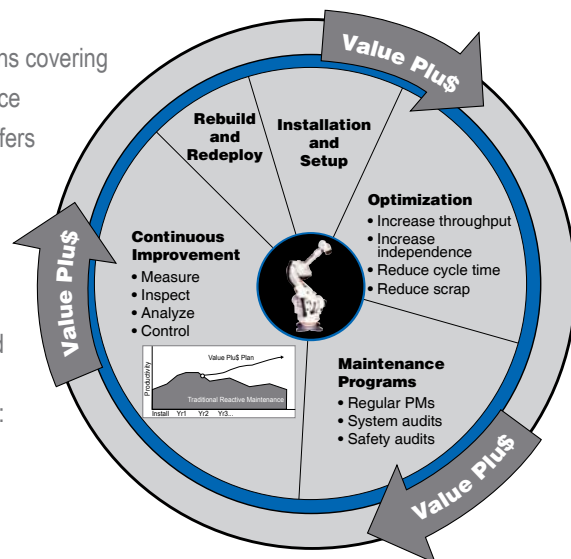
Extended, comprehensive product maintenance support.

- Up to 10 years
- One-time, fixed fee

Robot Life Cycle Management

Maximizing our customers' return on investment.

- Field service
- Field support
- Rebuilds
- Retrofits



Robot Life Cycle Management
Your Partners In Performance



PRODUCTIVITY ENHANCEMENTS



MotoSim® EG

Off-line programming system for Motoman® robots.

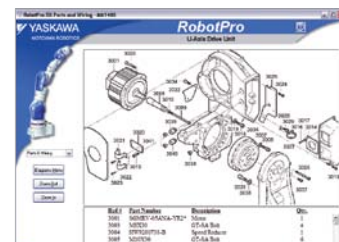
- 3D simulation for robot jobs
- Reach analysis
- Cycle time analysis
- Optimized layout design



MotoCal®

Totally integrated calibration system designed specifically for Motoman robots.

- Provides superior path accuracy
- Clones robot programs
- Enhances off-line programming
- Minimizes touch-up after repairs



RobotPro® DX

Most comprehensive robot maintenance package available in the robot industry.

- Expert maintenance package
- Maintenance procedures
- Schematics
- Troubleshooting

CUSTOMER CARE CENTER



Whether you need technical assistance, to order parts, research needed spares, return equipment or have your robot parts repaired and returned, Motoman Robotics is committed to your complete and total satisfaction. Our Customer Support Team ensures that your needs are responded to promptly and completely.

- Hotline calls distributed through our call center
- Experienced CSRs provide spare parts order assistance
- Over \$8.0 M inventory of service parts
- Emergency spare parts shipped within 12 hours, typically within 4 hours
- Spare part packages available to mitigate downtime
- Repair and exchange programs available
- MyMotoman remote robot monitoring service

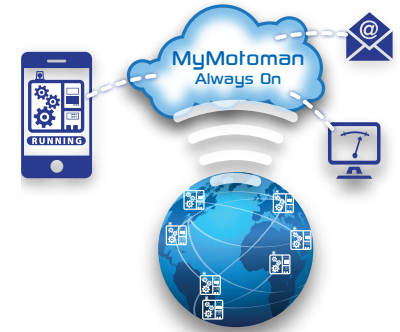


Technical Support Team

Our highly skilled support team is equipped with the latest computer-based expert maintenance and diagnostic software. Our Technical Support Hotline is available 24 hours/7 days a week. **937.847.3200**

Integrator Support Team

Experts in thermal and general robotic applications are available to provide the high level of support that our Integration Team requires.



ROBOT REFURBISHMENT



All refurbishment programs produce the same results – the life of your capital investment is extended, delivering higher levels of productivity and profitability for your company.

Motoman Robotics' Robot Refurbishment Team offers several programs to extend the functional life of your capital investment.

Robot Rebuild Team

- All robots completely disassembled, cleaned and inspected
- All wiring harnesses and bearings replaced
- Robot fully tested to meet/exceed original Motoman equipment specifications
- Rebuilt robots include a full MotoMax® I warranty

Core Exchange Program

- Rebuilt robot exchanged for your "tired" robot
- Quick exchange decreases potential production downtime
- Common robot models available

Small System Upgrade Program

- Add to or change existing peripheral equipment
- Rebuild to meet new program requirements
- Upgrade to meet new safety standards



ONE MISSION

Dedicated to providing the highest level of customer service in the automation industry!

Center Of Excellence

- Single point-of-contact – “one-call support”
- Centralized escalation and resolution process
- Incident tracking and reporting system

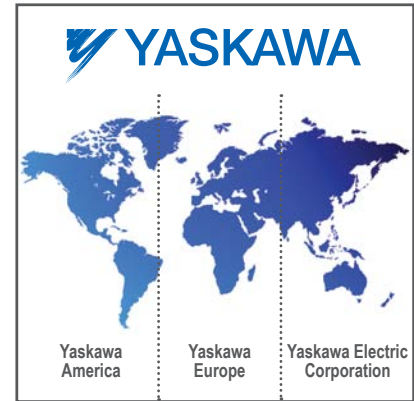
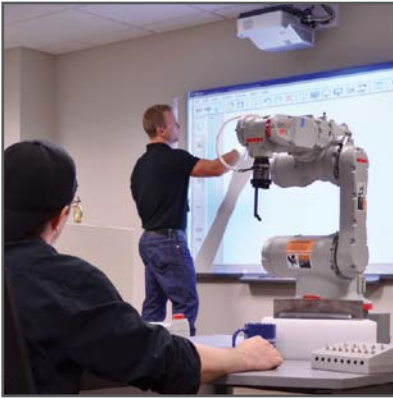
937.847.3200

Technical Support

- 24-hour hotline
- Multi-million dollar parts inventory
- Regional service teams
- Worldwide support network



Maximizing Our Customers' Return
On Their Investment



WORLD-LEADING CUSTOMER SATISFACTION!

YOUR PARTNERS IN PERFORMANCE

24-HOUR HOTLINE: 937.847.3200

Mission Statement

Motoman Robotics is dedicated to delivering high quality, innovative automation solutions which help our customers to be world competitive and to providing the highest level of customer satisfaction in the automation industry.

- Technical Education Center
 - IACET accredited programs
 - Training classes on-site or at any of our eight centers in North America
 - Hands-on training; maximum two students per robot
- Customer Care Center
 - One-call support; 24/7 coverage
 - Web-based Customer Care Center (anywhere, anytime access to self-serve capabilities)
- Field Services
 - Regional and COE-based technicians
 - Application-specific trained resources
 - Included in installation and start-ups
- Support program offerings include:
 - Robot Life Cycle Management (service and maintenance plans)
 - RobotPro® software (maintenance, troubleshooting and documentation)
 - Condition-based maintenance (diagnostics monitoring)
 - Rebuilds, repairs and retrofits

**CUSTOMER SATISFACTION
IS OUR #1 GOAL!**

GLOBAL SUPPORT NETWORK

HEADQUARTERS

Motoman Robotics
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Fax: 248.668.8811

Los Angeles Regional Center

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Irvine, California 92614
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