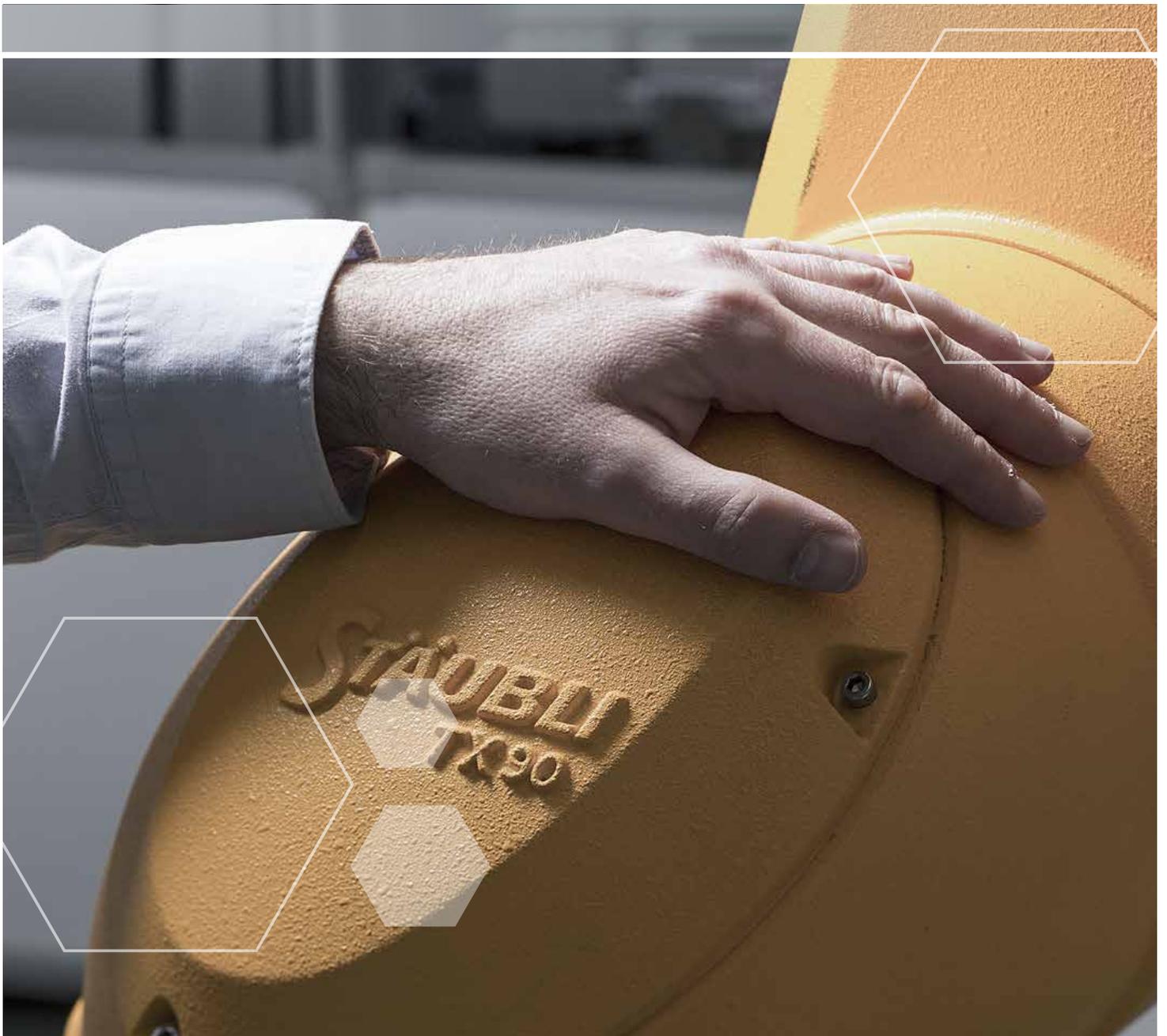


FAST MOVING TECHNOLOGY

STÄUBLI

Services

Robotics | Man and Machine





FAST MOVING TECHNOLOGY

About Stäubli

Stäubli is a global mechatronics solution provider with three core activities: Connectors, Robotics and Textile. We are an international group that currently operates in 29 countries, with agents in 50 countries on four continents. Our global workforce of 4,500 shares a commitment to partnering with customers in nearly every industry to provide comprehensive solutions with longterm support.

Stäubli Robotics

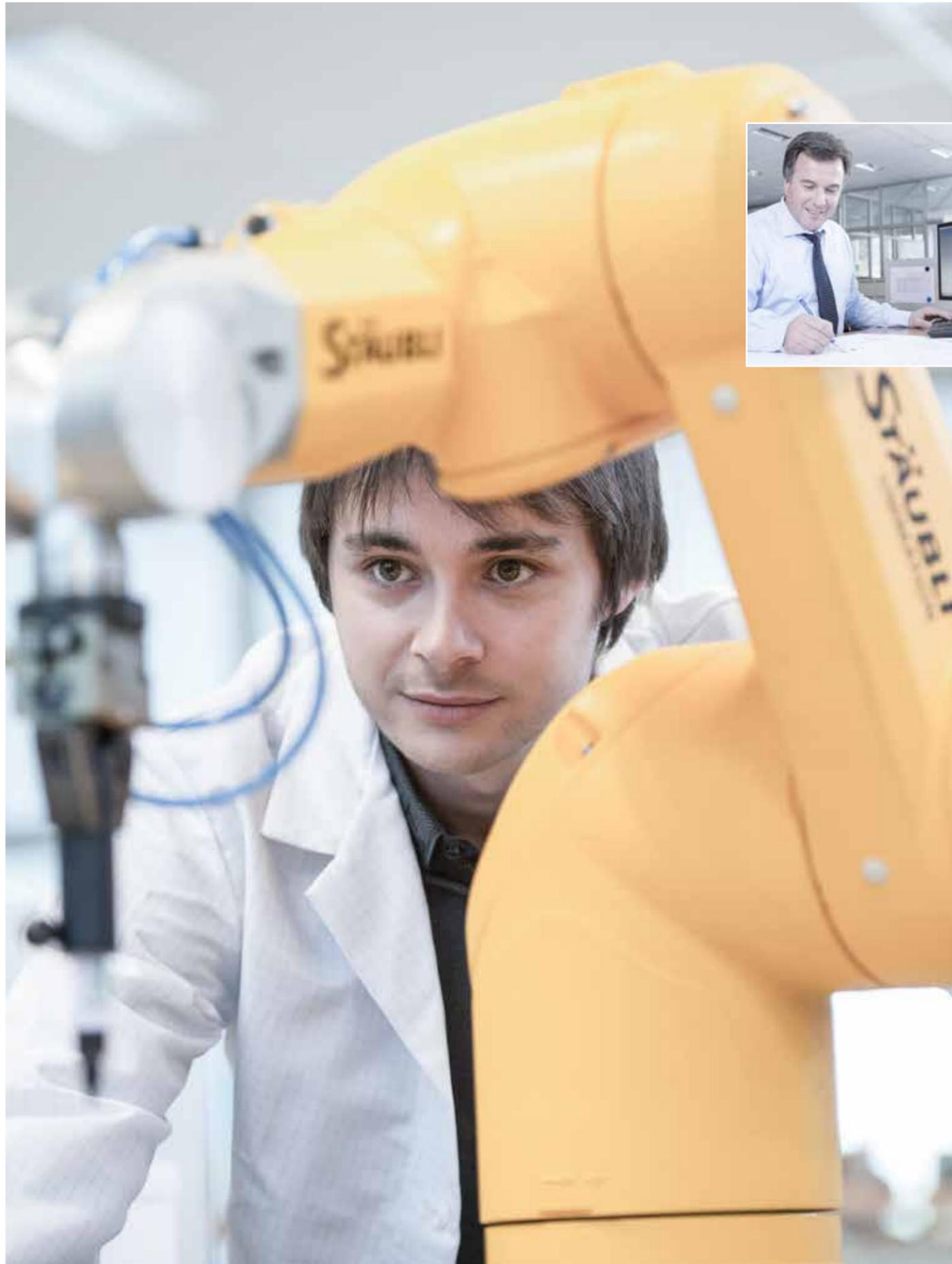
Stäubli Robotics is the only manufacturer of industrial robots to control all components of the robot, from gearboxes to embedded software. Thanks to these innovations, Stäubli robots offer unequalled performance. More and more efficient and intelligent, robots have come to take their place in production alongside people.

A unique 4-axis and 6-axis robot range for all applications.

Stäubli robots are the best solution for any industry requiring speed, precision and reliability. To satisfy our customers' needs, Stäubli Robotics develops specialized, professional solutions for every industry, including electronics, medical, automotive, food, plastics processes, mechanics, and even painting. Stäubli robots are effective under any condition. They are designed to work in the most sensitive of environments or meet cleanroom standards.

An essential complement to a quality robot.

The correct choice of a robot's power and options and a prior assessment of its integration are essential to getting the most out of your robot. Operator training and responsive troubleshooting also help optimize productivity. That is why, for every aspect of a robot's life on the production line, Stäubli has teams available that fully understand both their product and the needs of your business. Whether presale, onsite, or remotely, our teams are always ready and available.



Three fields of expertise to meet your needs

At Staubli we believe that it is in the field that robots can demonstrate their true value to humans. Throughout the robot's life cycle, from project conception to the hardware's end-of-life, Staubli teams are right by your side. Staubli has developed three fields of expertise in order to ensure

that your robot-assisted production system is reliable, safe, and optimized to meet your needs.

Customer Relationship Management

Our CRM system is shared in real time worldwide, including in the field by our teams of technicians and sales representatives. It helps provide concise answers to any requests you may have.



Pre-Sales

Our Sales and Application/Feasibility engineers work in tandem to bring your project to life through simulations and tests. This is done through a partnership with integrators, who can either be suggested by you, or proposed by us if required.



Sales Support

Our team of experts will guide you throughout the robotics development process. With a free support hotline, integration assistance, a full line of training courses, and many other services, our engineers and technicians are on-hand to answer all of your questions.



After Sales

Fast and efficient After Sales service that fulfils your needs, with the goal of delivering unrivalled quality.

SERVICE TEAM CARES ABOUT YOUR PROJECTS

A team is committed to helping you



Pre-Sales



All over the world, Stäubli is at the service of customers who wish to increase their industrial productivity while ensuring the quality, reliability or safety of their products.

Stäubli Robotics is a major international player in industrial automation that provides engineering services as efficiently and reliably as its technical support.

Our sales engineers listen to your needs in order to offer solutions aimed at meeting your profitability, safety and durability goals for the robotic system.

A live demonstration or CAD simulation can be used to confirm the feasibility of your project and maximize it's potential. Additionally, since we are committed to complete, customized and confidential guidance, we can recommend partners who will work alongside you: integrators, suppliers, robotics support equipment and providers.

Systems integrator: the means to respond together, when and wherever needed.

Many areas where Stäubli robots can make the difference require a very specific expertise. Our approach is clear: we develop a close partnership with the integrators based on our technical and sales expertise so that we can work together to build the most suitable overall solution.

This approach, which can be formalized in a confidentiality agreement between all parties involved if needed, ensures the success of the automation projects.

Experts optimize your robotic project



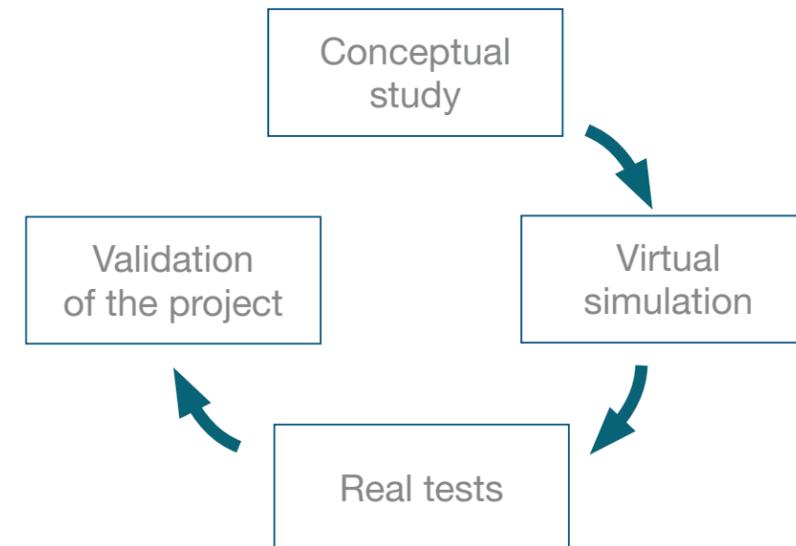
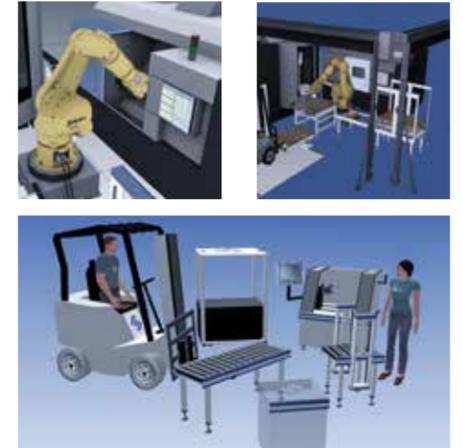
Pre-Sales

A team of specialists carry out real tests or simulations using 3D tools to ensure that your project gets off to the best start:

- Consideration of the 3D environment
- Selecting the best robot
- Validate / optimize cycle times
- Check the mass and inertia of the load
- Estimate life expectancy of components with Optimize Lab
- Detecting possible collisions
- Ensuring access to robotic support equipment
- Committing to results

Their role also includes advising you on the choice of gripper, and robotic support partners (vision, conveyor, guarding, grippers, tools).

In order to demonstrate, confirm, and assist you in the important stage of designing your project we offer services based around 4 areas:



Conceptual study: pre-study, strength of technical proposals, technical-commercial support to sell your project

Virtual simulation and real tests: means to propose / test / validate solutions

Validation of the project: finalization and validation of the chosen solution to integrate the robot optimally



Man Robot Collaboration (MRC)

Our technical teams are at your service to advise and guide you on the use of collaborative robotics in industrial environment.

They will ensure the reliability of your projects:

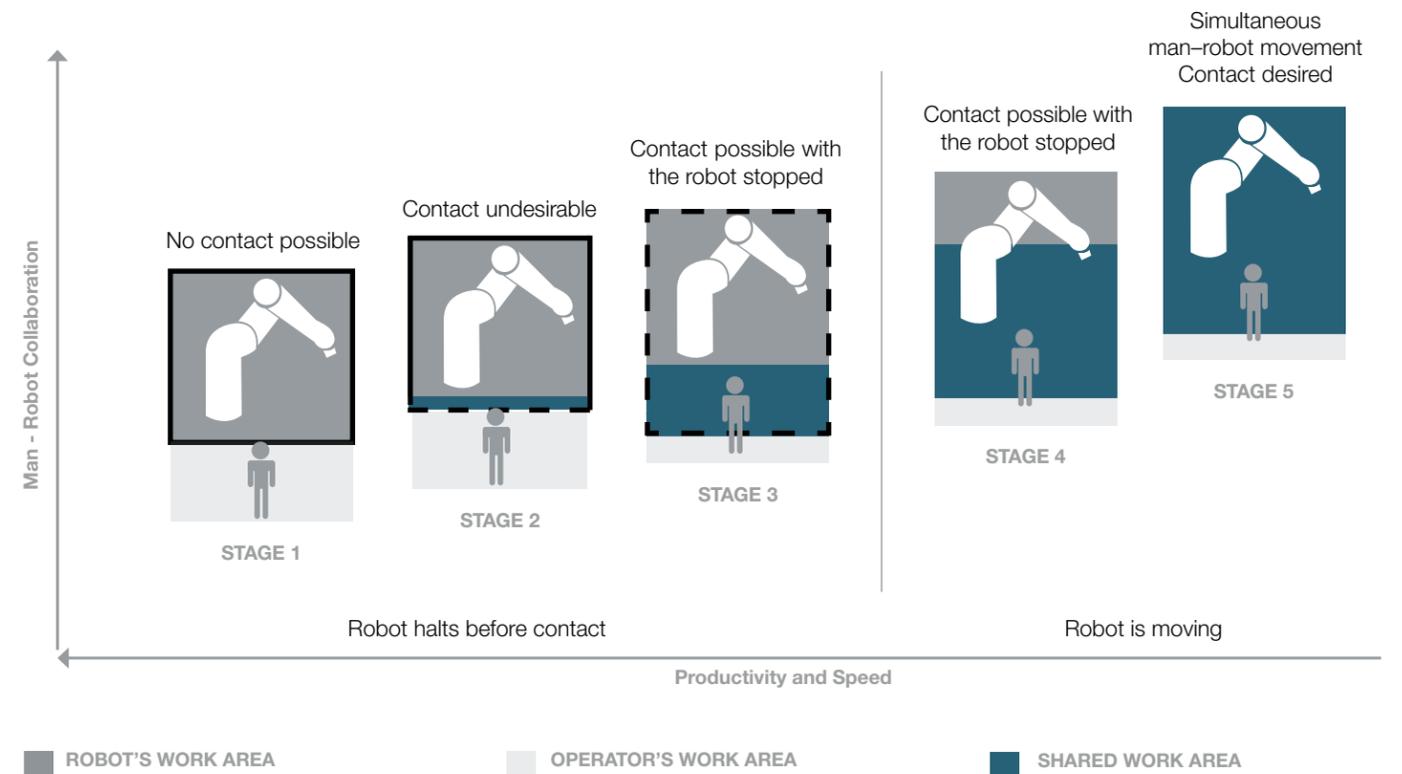
- Selecting the best robot taking into account the 3D environment
- Check the mass and inertia of the load
- Defining work and collaboration areas: MRC
- Ensure accessibility to peri-robotic equipment

- Check for Man and Machine collisions (safe zone, safe tool ...)
- Validate / optimize cycle times
- Estimate life expectancy of components with Optimize Lab

Their mission is also to inform you about sensor choices, and to advocate qualified peri-robotic partners.

With the aim of demonstrating, validating and helping you in the first stage of Project design, we offer services organized around 3 poles:

- Validation of MRC stage
- Help with risk assessment
- Study of the implementation that will optimize the robots work volume (Calculation of the stopping distance, definition of safe zones ...).



TO MAKE ALL YOUR PROJECTS A SUCCESS

Training: developing your knowledge of robotics

Stäubli offers a range of dedicated training courses intended for all of the different users of your systems: maintenance technicians, programmers and operators. Our training enables you to achieve and maintain the best productivity from your robotic system. These courses are held worldwide in the local language, with the goal of educating you in the use and maintenance of your robots so that your production system can stay operational for years to come.

Special training: designed for your own needs, based on your robotic equipment and the level of expertise of your employees. This lets us provide customized training in fields as diverse as maintenance and programming.



Sales Support

Application support: availability, closeness, expertise

We provide you with our native-environment robot-programming skills in order to ensure that your applications are developed in record time.

This support guarantees optimum operation of your robotic-controlled applications.



Sales Support

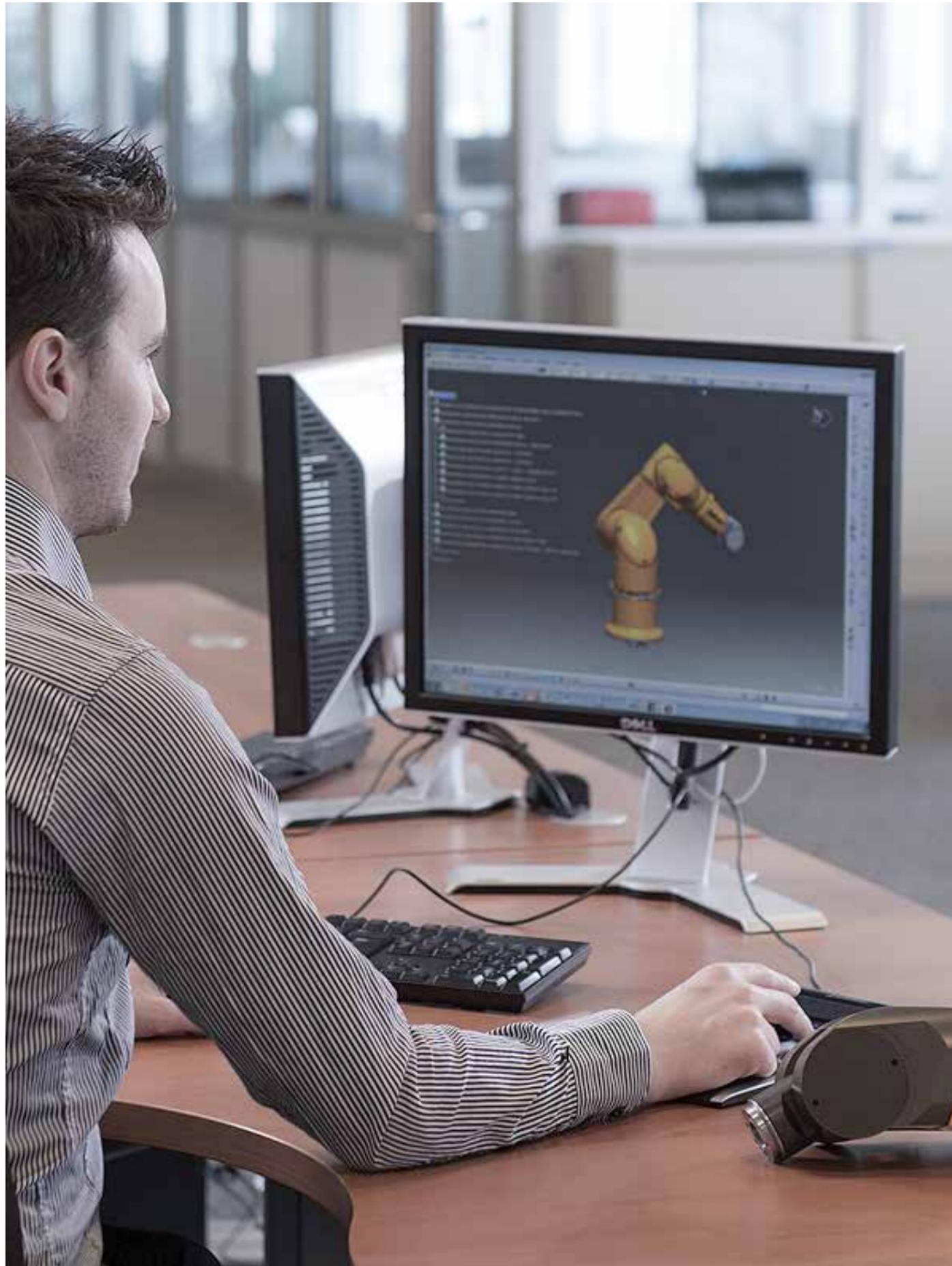


Our team of specialists is tasked with providing you with six forms of guidance, clarity, and support for the entire duration of your robotics project:

- **Over-the-phone support:** free-of-charge service with no access limits
- **Inspection:** integration advice, available technical solutions (viewing, fieldbus, I/O, security, etc.)
- **On-site programming assistance:** cycle-time and trajectory optimization
- **Remote maintenance:** remote systems control (with the customer's consent) for diagnostics and online help
- **Data backup:** for backing up all programs

The experience we have acquired through years of working with our customers now allows us to offer **six-module** training courses through our global network (performed on a CS8 controller or earlier generations):

- **Operation courses**
- **User courses**
- **Programming courses:** for end users and partnering integrators
- **Maintenance training:** for each product line, TX, TX, TX2, TP, etc.
- **VALproducts courses (business solutions):** for end users and partnering integrators
- **Special Courses:** conveyor support, viewing, or any other request



Optimal application configuration

In order to ensure that our robots are meeting your application's specific needs including future upgrades, many additional features are available. Among other things, those features can increase the robot's capabilities, fulfill certain process certification

requirements, ensure that a software version lasts for years, or make changing the programming easier.

Security

- **Backup:** to save all settings and programs
- **Access management:** for operators, programmers, integrators, and to make the programs secure
- **Event logging:** whenever settings are saved and for the most recent actions performed
- **Operating mode management:** manual, automatic, remote automatic

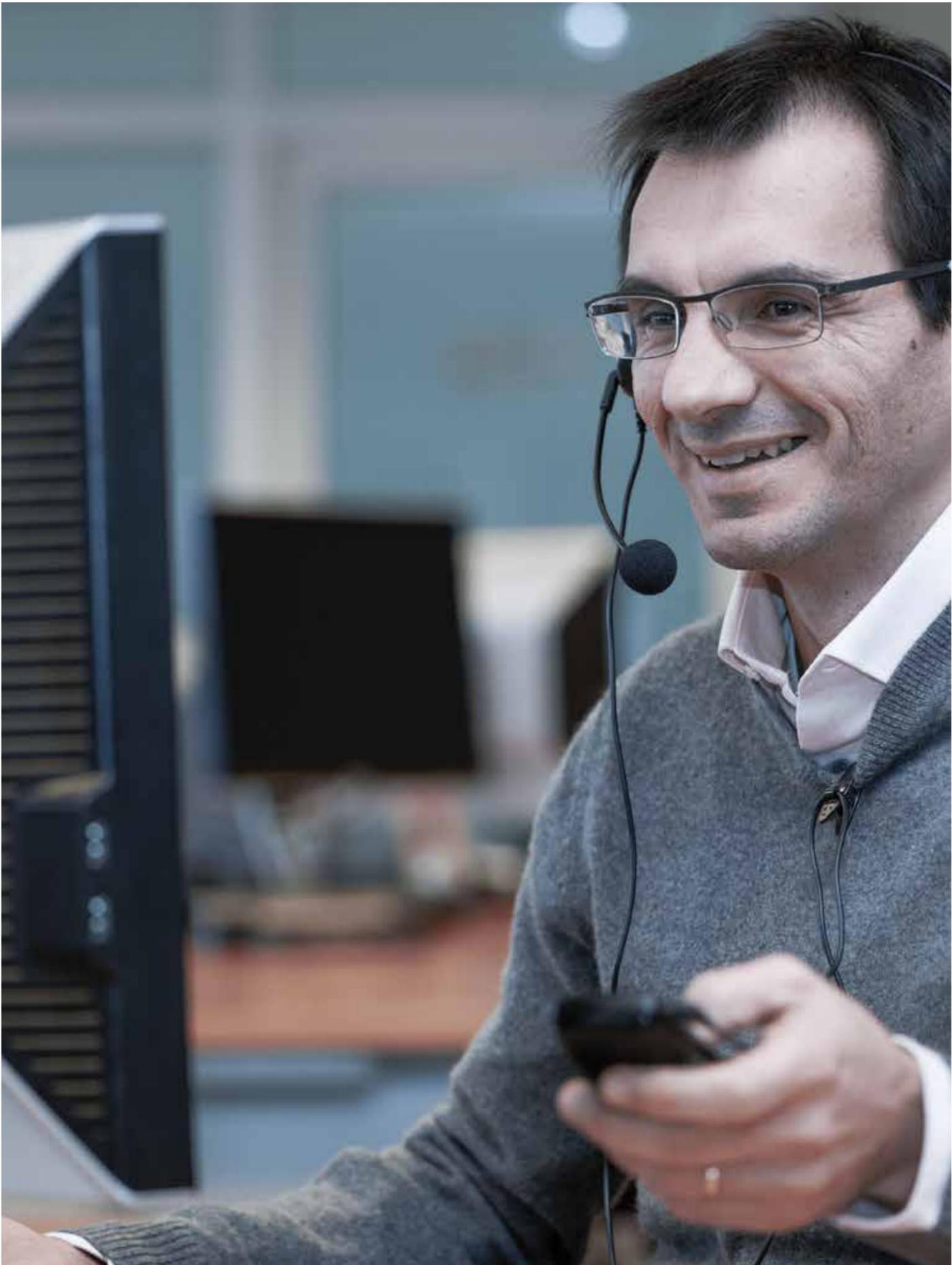
Openness

- **Synchronized or asynchronous:** external axes, one or more axes, linear, rotating
- **CAD/CAM interface:** communication with market-leading software

Technical

- **Absolute calibration:** to improve absolute precision (machining, cutting)
- **Anticollision:** enables the robot to move in reverse if a collision is detected





Knowledge base: accessible 24/7

24/7 access to all the information you might find helpful on our websites, via a full technical knowledge data base for every stage of robot project.

After registering for an account, you'll find:

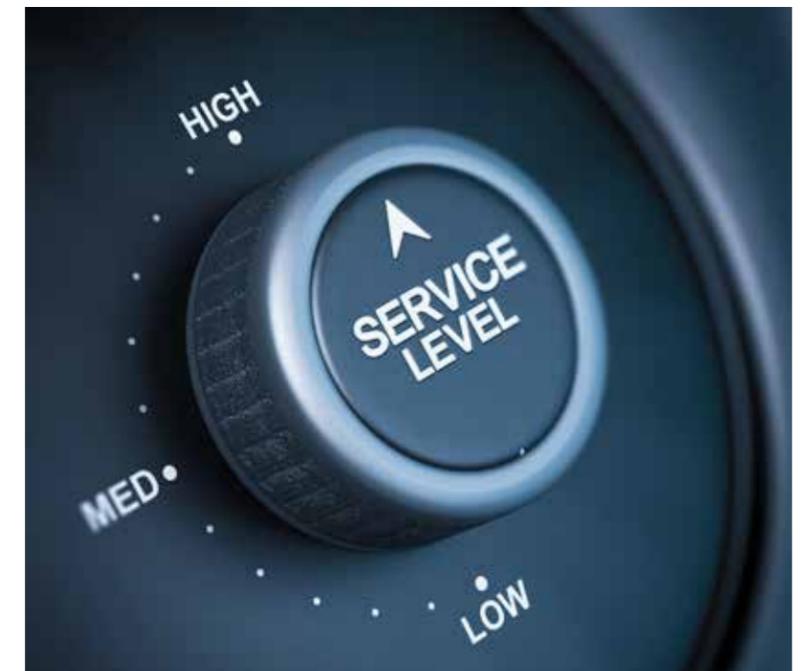
- **Practical advice:** integration of arm, controller and robot accessories (wiring, fieldbus, etc.)
- **Technical documentation:** for each type of robot and the catalogue of replacement parts
- **Downloads:** CAD files for all robots, software information and software updates
- **Answers to frequently asked questions (FAQ)**
- **A products space for our partners**

Register robot location for 3 months of additional warranty

- Dedicated page on Stäubli web site:
- <http://www.staubli.com/robot-registration>

Registration Form:

- Multi-lingual online form
- Several robots can be registered in one operation



STAYING IN TOUCH WITH YOU WHEREVER YOU ARE

Hotline: always ready and at hand



After Sales

Every minute counts. A hotline is available to you in all countries, with technicians to listen to you, answer your questions and diagnose any problem.

Our technicians around the world use a customer relationship management (CRM) system to manage the call and optimize its follow-up.

For this purpose and in order to make it as easy as possible for you to access this service, a label detailing the hotline number for each country is affixed to each of our robot controllers.

STÄUBLI		
FIELD SERVICE SUPPORT WORLDWIDE ORGANIZATION		
Benelux	+32	(0)56.36.40.04
Brazil	+55	11.2348.7402
China	+86	(0)571.8691.2161
Czech Republic	+420	463.034.105
France	+33	(0)4.50.65.61.52
Germany Service	+49	921.883202
Germany Support	+49	921.883203
Italy	+39	0362.944242
India	+91	9821546287
Japan	+81	(0)6 6889 3295 (+221)
Singapore	+65	6266.0900
Spain	+34	93.720.54.08
Switzerland	+41	(0)43.244.22.66
South Korea	+82	(0)53 650 6756
Romania	+40	374.040.494
Taiwan	+886	(0)2.8797.7795
Turkey	+90	212.472.13.00
United Kingdom	+44	(0)1952.67.1917
USA	+1	(1)864.486.5429
Other countries	+33	(0)4.50.65.61.52



Remote maintenance :

Subscribe to a remote maintenance service to ensure fast, efficient servicing. From a PC on your premises connected to the robot controller, we can take control using your business network or a GSM mobile connection to run the required analyses.

On-site intervention: always nearby



After Sales

We have teams of technicians based worldwide to intervene on site as required.

Waiting time :

In most countries, we intervene on-site in 48 hours (excluding weekends and holidays), with an average waiting time of less than 24 hours.

Warranty :

Above and beyond the contractual warranty, we offer warranty extensions lasting for up to an additional 60 months. Depending on the type of coverage selected, it can cover spare parts, consumables, labor, and transportation costs.

Refurbishment :

After several years of operation, Stäubli may offer to refurbish your equipment after conducting an inspection and restart the constructor's warranty.



SPARE PARTS

Keeping your production system running



After Sales

Stäubli's international presence ensures the local availability of spare parts for users.

All Stäubli units worldwide have a full stock of spare parts. In order to ensure the continuity of your robotic system, we are committed to delivering parts for ten years minimum after we stop production of the model in question.



Shipping:

Parts are shipped on the day of the order.

Interactive spare parts catalog:

- Interactive spare part sheets
- Online based, customer accessible
- Goal is for customers to easily create and send quotation requests to Stäubli



MAINTENANCE

Making your robot investment pay off for years to come



After Sales

Maintenance is the best way to protect your robot investment, limit maintenance costs, and ensure a high level of productivity. We offer both standard and customizable maintenance contracts.

Stäubli's After Sales technicians are present around the world. This helps us ensure that you get high quality services quickly.

Annual preventive maintenance contract: Choose the level of service best suited to your production:

- Preventive maintenance service
- Maintenance contract

Premium warranty: robot's warranty up to six years

After mutually settling upon the best contract for your needs, a qualified technician will inspect your robots each year and make any required adjustments.



AN EXCELLENT LOCAL SUPPORT

Customer relationship management system

The secret to our high-quality line of services is our unique approach to customer relations. Our teams rely on a real-time management tool shared worldwide which is a particular advantage for our sales and technical teams in the field. This effective, powerful and

collaborative tool is what allows us provide concise, real-time answers to your every request.

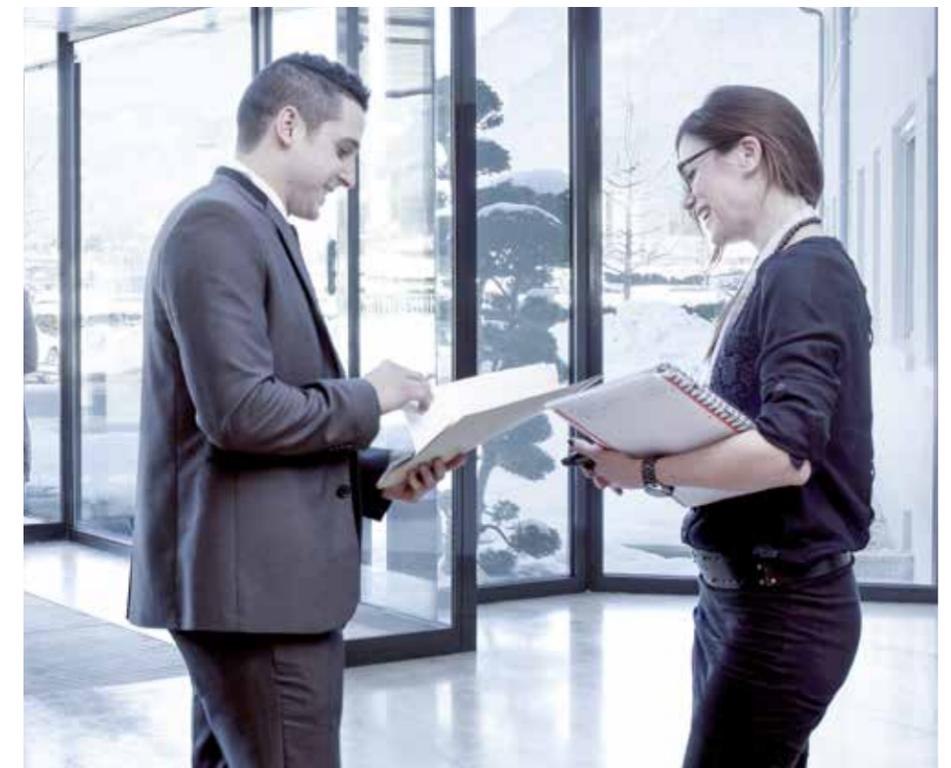
Customized tracking of each robot in the customer's fleet:

- Automatic reminder of maintenance plans

Continuity of diagnostics :

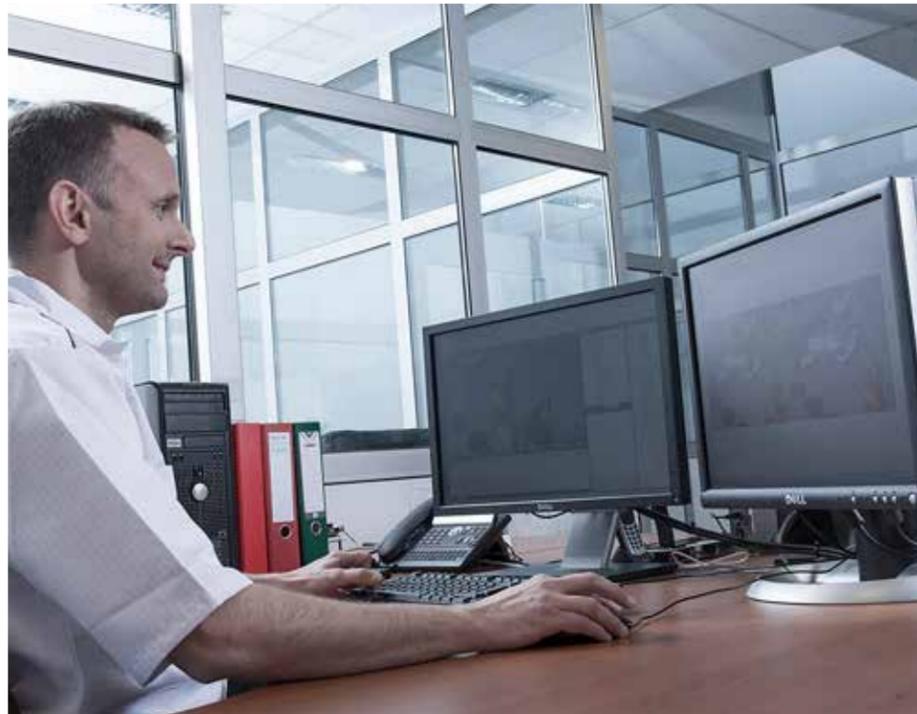
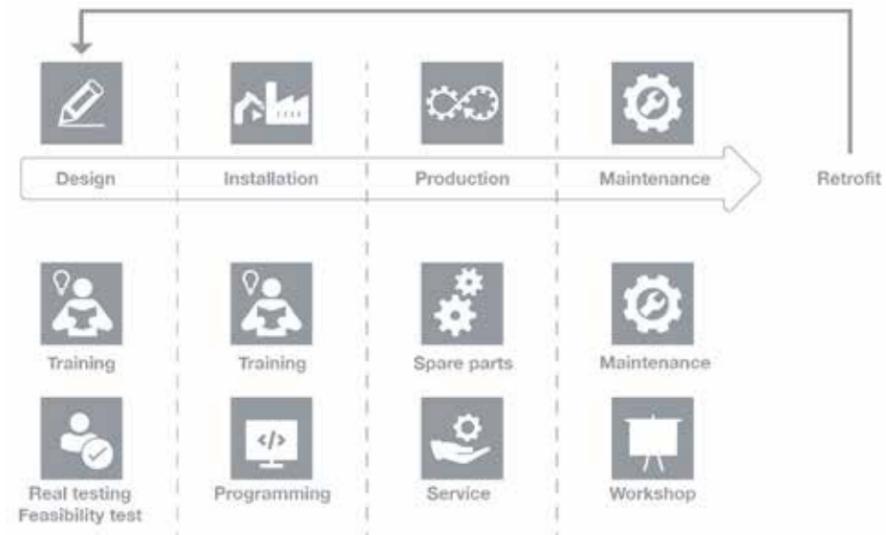
- Robot history
- Parts replaced
- Servicing performed

Analysis and quality tracking for a given problem.



Present at your side

Stäubli offers you complete support throughout the production cycle, the indispensable complement of a high-performance robot.



Increasing your productivity



The following services are provided by our team of specialists:

Customer support :

- Workspace-/ Feasibility studies
- 3D visualisation
- Cycle-time analysis and optimisation
- On-site programming assistance
- Real-time testing
- Remote maintenance

After Sales Service :

- Field analysis

- Maintenance and repair either on-site or in Duncan
- Spare parts availability
- Maintenance contracts

Training :

- Modern equipment
- Customer-oriented exercises
- Small training groups
- On-site training
- Training managers with practical field experience

For further information about our training course program please contact us on the following:

Tel. +1 864 433-1980
 Service Hotline: +1 864-486-5429
 Email: training.robot.usa@staubli.com



■ Staubli Units ○ Agents

Global presence of the Staubli Group

www.staubli.com