



*the Home of Intelligent Automation*

# Service Capabilities

 24hr Service available

*Unrivalled experience in projects as unique or as large or small as our clients are.*

Operating in Australia and New Zealand since 1988 RA have installed and continue to support over 3,600 installations across manufacturing, warehousing, hospitals, testing laboratories and even banking processes.

Being exclusive partners of our core equipment 'Robotics and AGVs' gives RA an advantage as not only are we extremely well versed in the technology but also in the Tech support of same. RA are still supporting systems that are 25 years old which is rare in this ever changing world.

## System Resources - World's Best

Technical Support: RA Service has a local store of spare parts, plus a nationwide team of factory-trained service technicians, that you only get with a company that's internationally appointed to exclusively represent leading global manufacturers in Australia & New Zealand.

RA can help you manage the equipment life-cycle, ensure your production and maintain the value of your investment. We'll tailor a package to meet your needs.



OUR SERVICES



*We look forward to hearing from you to see how we can help.*

*Thousands of businesses use RA...*



Our valued customers may be small, first-time automation users, Original Equipment Manufacturers (OEM's), system integrators or large multi-national consumer brands with their own in-house project engineering teams.

You may need a little guidance on an individual system or you may need complete, turn-key delivery of a full packaging or processing line: All are important to RA.

After install, RA supports with warranty, maintenance, spares and training options - enabling customers with the in-house skills to create and modify their own robot programming to meet the ever-changing demands of modern production lines.

***RA have been the exclusive partner for Motoman Robotics since 1988 in the Australasia region.***

**MOTOMAN**  
YASKAWA

NOTE: All brand names and logos shown are registered trademarks of their respective owners and are shown for identification purposes only.

## Service Agreements

Robotic Automation can provide comprehensive support to your business throughout the life-cycle of your manufacturing and logistics automation equipment. We offer annual Service Agreements as a cost-effective method of providing maintenance and technical support to keep your operations running.

### RA offers its Service Agreement Customers:

- Scheduled Annual Services
- 24 Hour Breakdown Service
- Discounts on Labour and Spares
- Customer Training and Support
- Telephone Support
- Planned Upgrade Management
- Customer Loyalty Benefits
- Consultancy Services

### As exclusive suppliers, our factory trained technicians specialise in:

- Motoman Yaskawa Robots
- OTC Daihen Robots and Welding Systems
- Automated Guided Vehicles (AGV/LGV)
- Other robot brands and peripheral equipment
- Yaskawa Tracks and Positioners
- Robopac Wrapping and Packaging Systems
- Prismatic / DIMAC Case Packing Machines
- Strapping Systems
- Shrink & Hood Wrapping Systems
- Sealers & Tapers
- Other equipment and robots

Call to see how we can assist with your equipment service needs.

## Preventative Maintenance

Over a period, all equipment needs some form of maintenance to ensure optimum performance. RA has the expertise and capability to support you in maintaining your manufacturing and automation equipment.

In any maintenance environment, a proactive approach is a proven method to help protect your investment;

RA has found that companies that are proactive about a preventive/predictive maintenance program have less chance of an unplanned breakdown resulting in costly downtime.

### To ensure our customers are able to keep production running and reduce costly downtime, we offer a Preventive Maintenance Program providing you the following benefits:

- Manufacturer's recommended lubrication
- Regular replacement of Backup Lithium Batteries
- Complete Backup of Robot Programs including CMOS
- Inspection of operation and Axes Backlash
- Inspection of attached tooling
- Provision of Preventive Maintenance Report
- Other inspections and Data collection as specified in the report

Following a scheduled service, a Preventive Maintenance Report will be issued for each piece of equipment serviced. This report allows for appropriate scheduling of additional repair work as may be required to be carried out prior to the next.

We understand your production requirements are important, and our Preventive Maintenance can be carried out in a planned manner to allow for production schedule gaps, RDOs and planned shutdowns.

## Optimisation & Upgrading

A often are asked to optimise existing installations as client's requirement's are always changing.

RA offer this service to all our clients and can include systems RA have not supplied.

### Life Cycle Management

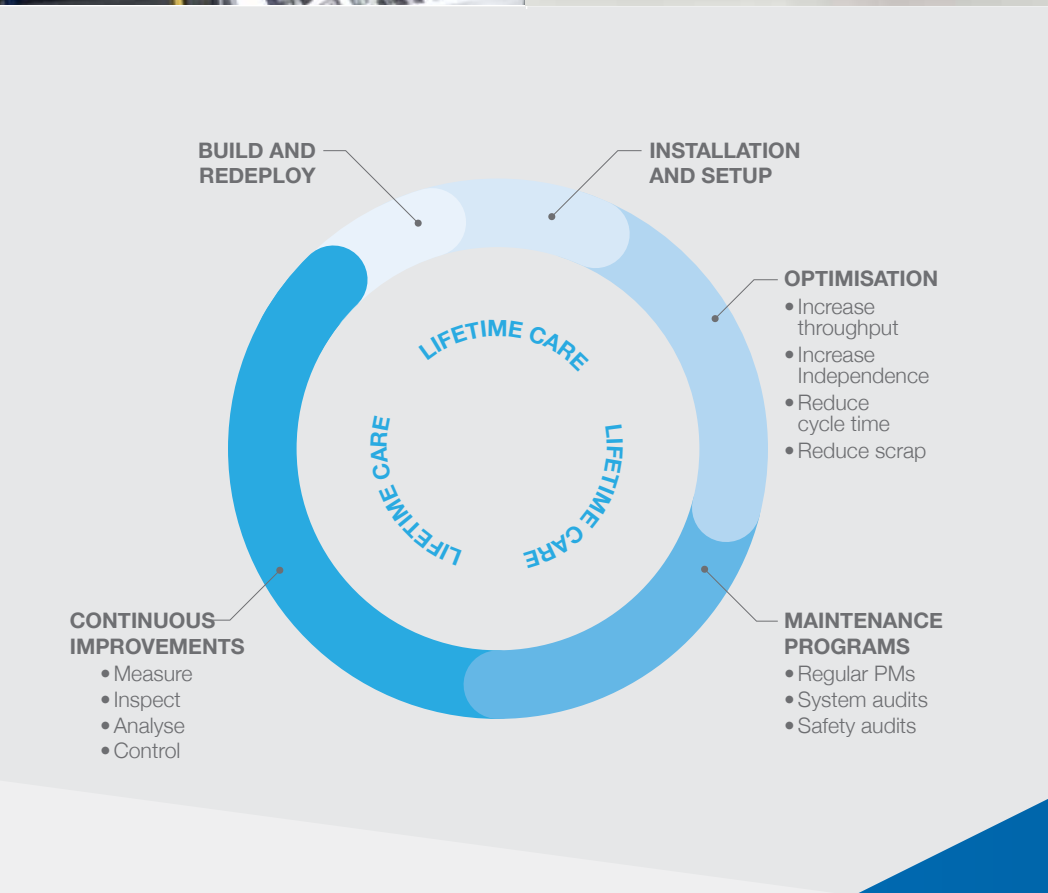
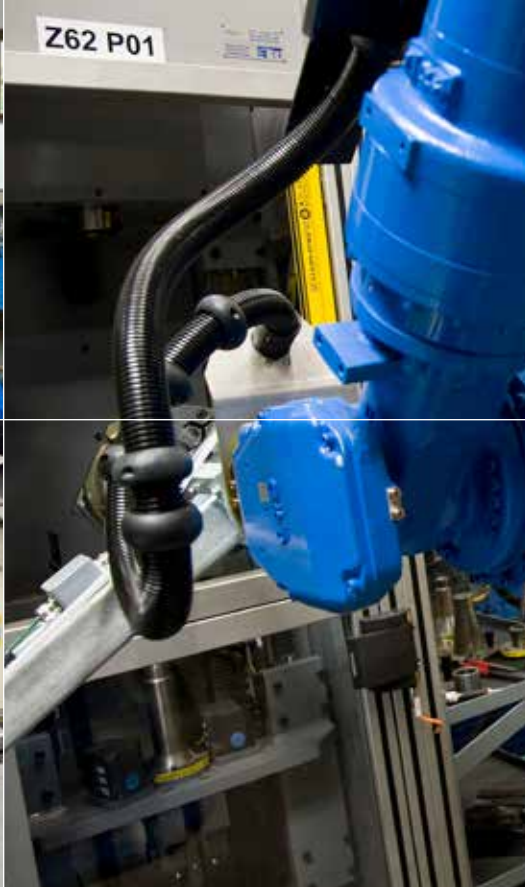
RA offer a fully comprehensive, value-added support program designed to ensure maximum robot performance and return on investment over the life of automation assets. Our offer covers a full range of services that can be tailored into a program that meets your specific company and asset needs.

You can be assured that you will receive measurable value for your service dollars you spend with us.

### OUR SERVICES







# Training & Optimisation

## Training

Robotic Automation offers its customers a range of training syllabuses on a variety of equipment listed below.

RA is able to offer training at your site or at one of our dedicated Training Facilities in Melbourne or Sydney.

### Equipment Covered:

- Industrial Robotics specialising in Motoman and Daihen
- Automatic Guided Vehicles
- Stretch Wrapping Systems
- Strapping Systems
- Shrink & Hood Wrapping Systems
- Sealers & Tapers

### Topics Covered:

- Basic Operation
- Basic and Advanced Programming
- Maintenance
- Application Training

Robotic Automation can tailor the syllabus to best suit your applications and your companies needs as required. For further information on what RA can offer, contact your RA state Service or Sales Manager.



## Robot Refurbishment & Rebuild Program

All robot manipulators sent through the RA robot rebuild program are functionally tested and inspected. The robots are then completely disassembled; harmonic drives and RV gears are replaced as required; bearings and internal wiring harnesses are replaced. The robot is then reassembled, lubricated, painted on request, new labels are applied, and a 24-hour repeatability test is completed to ensure that it will operate as per original equipment manufacturer's specifications. Also a Planned Upgrade program is available as your equipment ages; please request further details from your RA State Service or Sales Manager.



# Spare Parts

At RA, we realise how critical it is to keep your automation running. Let's face it, equipment breaks down and machines malfunction. The key objective in a manufacturing environment is to minimise unplanned downtime. RA offers Spare Parts packages to ensure you aren't left in a situation where you're waiting for a specific component for an extended period rendering your line inoperable. Contact the RA spare parts coordinator for a customised recommendation on spare parts for your organisation.

The recommended spare parts package provides the necessary parts to respond quickly to minor or major repair actions to the robot mechanical system. This package is designed for the customer that requires not only a front line of defence against minor equipment failures, but also against more substantial equipment failures. Customers that purchase this package may have production requirements that would deem too costly to wait for a replacement part.



## Consultancy Service

RA Consulting offers design and engineering solutions across a broad spectrum of industrial automation applications. Contact us to see how we can help solve your automation puzzles.

Services include:

- Site Automation Audits
- Feasibility Studies
- Specification Development
- Pre-order Trials
- Project Management
- Concept Drawings & 3D Visualisation
- Pre-Production Data Modeling
- Real-Time, Full-System Simulation
- Engineering & Technical Consulting





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## Multi-Award-Winning Design, Build, Test, Installation, Commissioning and Support Services.



Quote: “... Demonstrating with his business that Australians can do anything, Colin has created a system, and he does this across many industries and businesses, we are just looking at one here as an example, which will mean an Australian manufacturer of pharmaceuticals will be able to continue doing so in Australia.” - **Malcolm Turnbull, Prime Minister,**  
**July 2016 visit to RA Sydney’s facility.**