



*The Home of Intelligent Automation*

## 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.

### Service Agreement Offering:

- 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
- Mobile Robots (AMR/AGV)
- Other robot brands and peripheral equipment
- Tracks, Gantrys and Positioners
- Case Packing Machines
- Wrapping and Packaging Systems including Strapping, Shrink and Hood Wrapping Systems, Sealers and Tapers and more.

*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. Robotic Automation™ 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; Robotic Automation™ has found that companies proactive in our preventive 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 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

Robotic Automation™ often are asked to optimise existing installations as client's requirement's are ever changing.

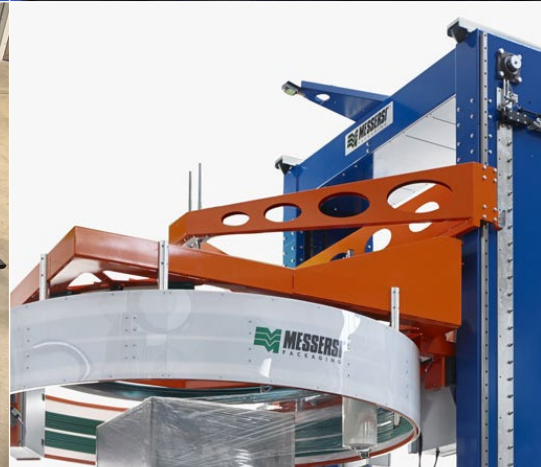
This service is offered to all clients and includes all systems whether they have been originally supplied by Robotic Automation™ or not.

## Total Life Cycle Management

Robotic Automation™ 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 servicing expenditure.





#### BUILD AND REDEPLOY

#### INSTALLATION AND SETUP

#### OPTIMISATION

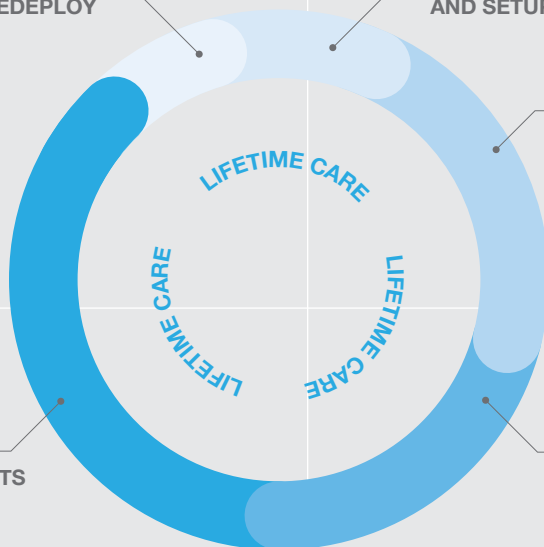
- Increase throughput
- Increase Independence
- Reduce cycle time
- Reduce scrap

#### MAINTENANCE PROGRAMS

- Regular PMs
- System audits
- Safety audits

#### CONTINUOUS IMPROVEMENTS

- Measure
- Inspect
- Analyse
- Control





# Training & Optimisation



## Training

Robotic Automation™ offers a range of training syllabuses on a variety of equipment listed below. Training can be conducted at your site or at one of our dedicated Training Facilities in Melbourne or Sydney.

### Equipment Covered:

- Industrial Robotics
- Mobile Robots
- Stretch Wrapping Systems including Strapping, Shrink & Hood Wrapping, Sealers & Tapers

### Topics Covered:

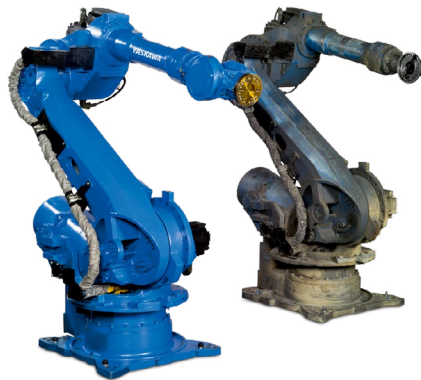
- Basic Operation
- Basic and Advanced Programming
- Maintenance
- Application Training

Robotic Automation™ can tailor the syllabus to suit your applications and your companies needs as required. Contact your state Service or Sales Manager for more information.



## 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

Robotic Automation™ understand how critical it is to keep production running. Let's face it, equipment breaks down and machines malfunction. The key objective in a manufacturing environment is to minimise unplanned downtime.

Robotic Automation™ offer Spare Part 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 Robotic Automation™ spare parts coordinator for a customised recommendation on spare parts for your organisation. The 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.

This package is highly recommended for customers that have production requirements that would deem too costly to wait for a replacement part.

## Consultancy Service

Robotic Automation™ Consulting offers design and engineering solutions across a broad spectrum of industrial automation applications.

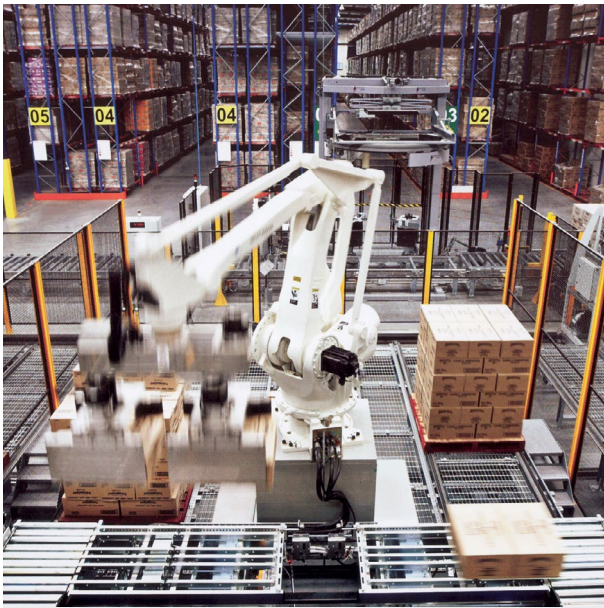
Contact us to see how we can help solve your automation puzzles.

### Services include:

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

From concept to complete turn-key delivery,  
and on-going tech support.

*Our brand exclusivity gives our clients immediate access to the superior tech support, spare parts and experienced technicians that others cannot.*



### *Proven reliability*

Example: A fully operational multi-robot palletiser was recently decommissioned after 25 years of continuous work, having palletised over 8 million pallets.

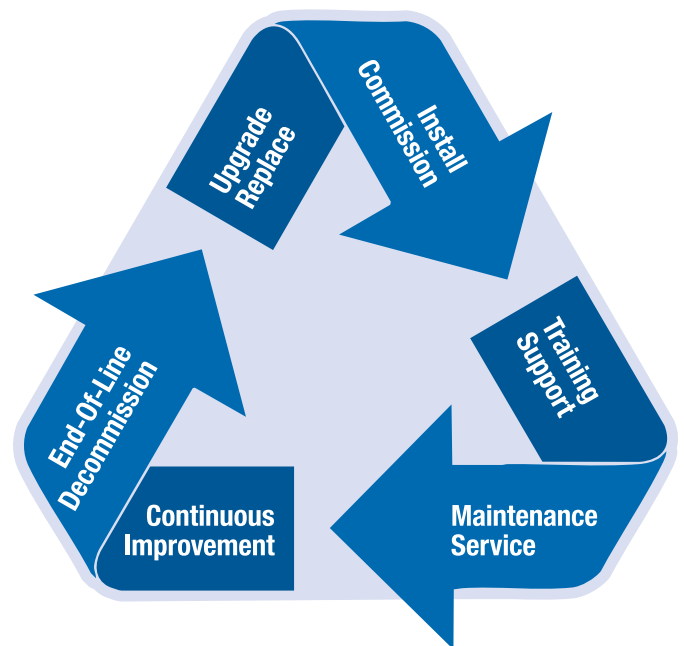
## Support Across ANZ

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

Being an exclusive supplier of leading brands gives us the confidence to offer customised warranty packages and deliver fast and reliable service and support. Robotic Automation™ Service has a local store of spare parts, plus a nationwide team of factory-trained service technicians.

We believe in offering total life cycle management to all commissioned systems to achieve the best optimisation and return on investment.

### *Total Life Cycle Management*



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

## Main Offices

**Sydney:** 66A Glendenning Road  
Glendenning NSW 2761 Australia

**Melbourne:** 10 Southern Court  
Keysborough VIC 3173 Australia

**Email** sales@ragroup.com.au

**Website** www.ragroup.com.au

**Phone** 1300 552 333

**Service** Sydney  
Melbourne

Brisbane

Adelaide

Perth

Auckland

**Email** service@ragroup.com.au

**Phone** 1300 552 333

Thousands of businesses continue to use RA Group  
for our valuable industry experience.

### Food, Beverage and Packaging



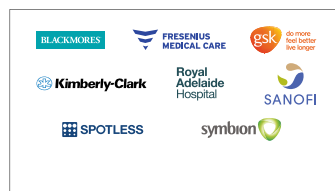
### General Manufacturing



### Distribution and Logistics



### Pharma and Healthcare



### Education



### Paper and Print



### Mining



Shaping the future.  
Sustainably. Together

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