

Global Service Support Catalog

OMRON
FACTORY AUTOMATION
SERVICE



EUROPE & AFRICA

Sales HQ **21** locations
Sales office **40** locations

KOREA

Sales HQ **1** location
Sales office **2** locations

GREATER CHINA

Sales HQ **2** locations
Sales office **43** locations

With our people and technology, we are your partner for innovative manufacturing of tomorrow.

We have the technical capabilities, know-how and field experiences which we have developed in our own factories.

Our experts flexibly create the optimum customized solution, depending on a region, environment and process,

that caters to specific needs of our customers around the world

by selecting from all of our resources and wide variety of products, anytime, anywhere.

JAPAN



Japan
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GREATER CHINA



China
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Singapore
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Australia
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ASIA-PACIFIC



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KOREA



Taiwan
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New Zealand
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Philippines
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Thailand
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Vietnam
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Korea
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Poland
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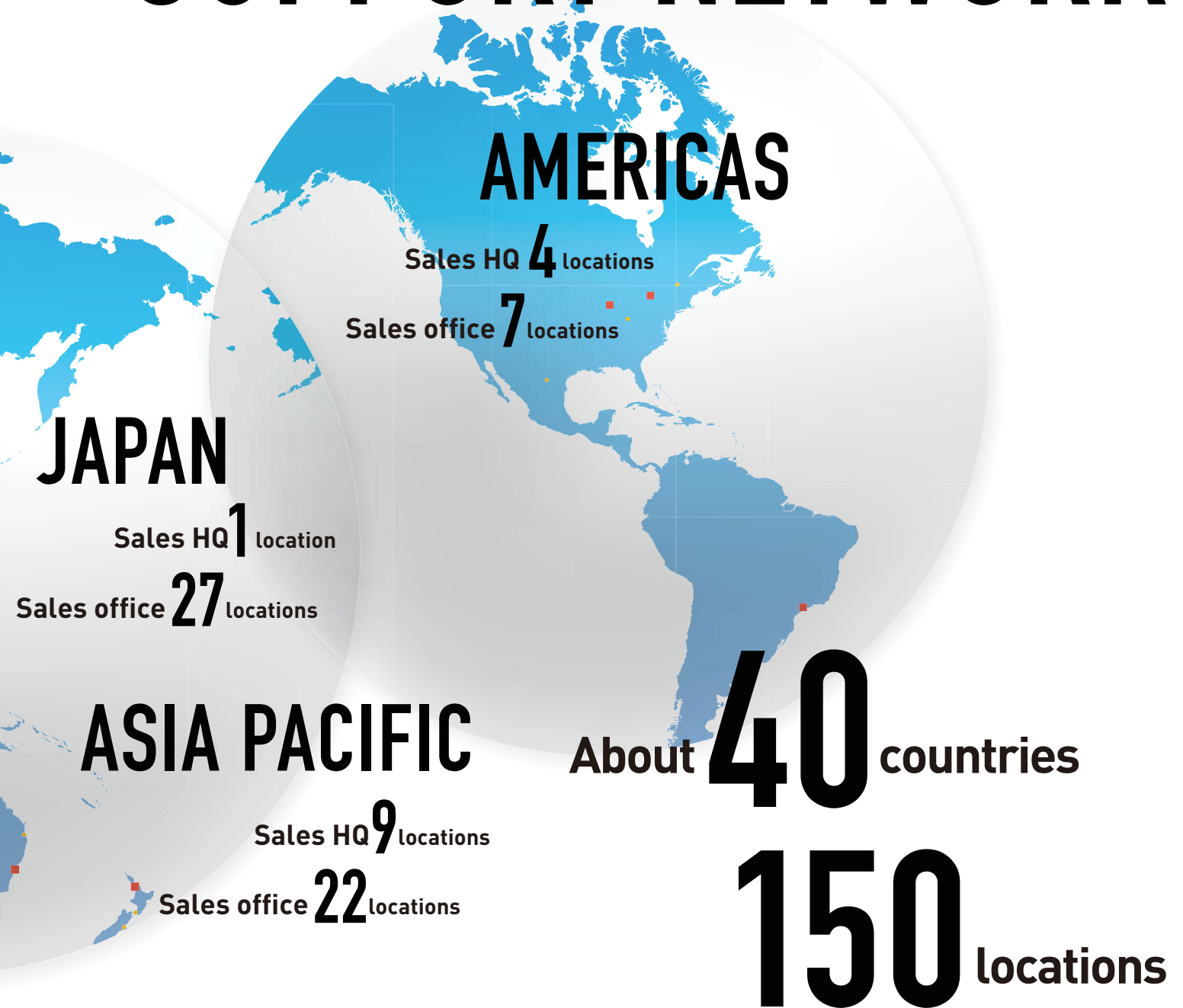


Portugal
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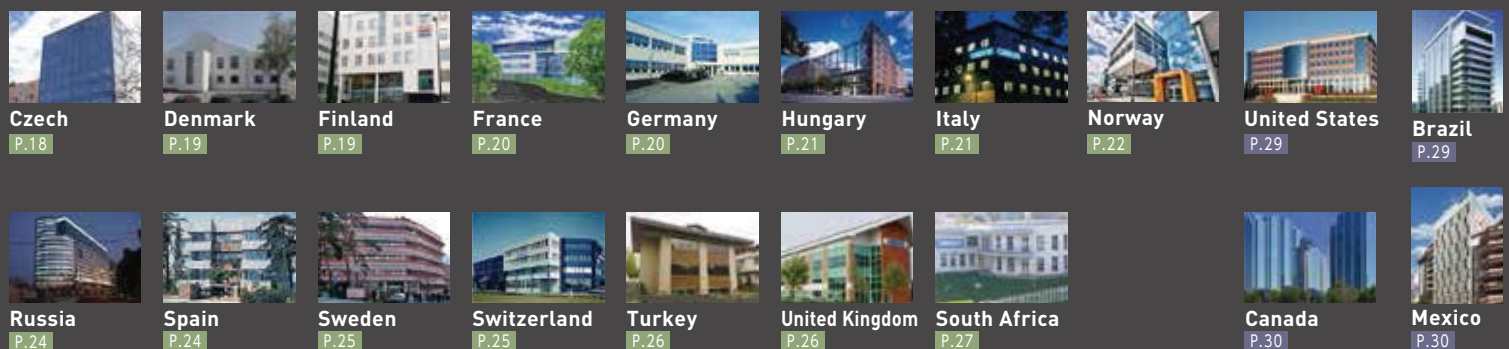
Romania
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GLOBAL SERVICE SUPPORT NETWORK



EUROPE and AFRICA

AMERICAS



OMRON FACTORY AUTOMATION SERVICE

OMRON offers factory automation services tailored specifically to the operation processes of customers.

To help customers address the challenges faced at manufacturing sites, OMRON utilizes a wide range of products and its global service network to ensure full-spectrum support for design, startup, or maintenance.

For Design

These services are designed for use by those looking to begin manufacturing new products. These services can also help those looking to make further improvements. OMRON strives to embody customer's concepts while incorporating the latest technologies.

New Equipment Design Support



Consultation



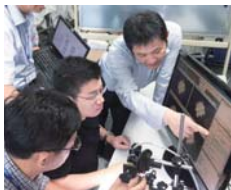
Drawing from extensive knowledge and experience regarding machine safety, OMRON strives to help customers reduce design burdens and create globally competitive equipment.



On-site Environmental Diagnosis



OMRON engineers will visit your facility to investigate your equipment installation environment.



Product Training



OMRON offers various courses focusing on helping participants to master skills related to design operations.

Equipment Optimization Support



Remediation/ Additional Function Design



OMRON offers the optimal method for adding functionality to existing equipment, including design and installation work.



Migration/ Replacement of Discontinued Products



OMRON offers customers the opportunity to replace their legacy PLC systems, including software, and hardware with newer models/versions that feature equivalent functions.

Product Selection Support



Product Evaluation Loan



OMRON's Product Evaluation Loan Service allows customers considering purchasing an OMRON product to try out the functions and performance of the product before purchasing.



Proof of Concept



Using actual customer target samples and robots, OMRON determines the feasibility, measures cycle time, and provides detailed reports.



Technical Support— Product Selection Assistance



OMRON's Technical Support offers telephone consultations including product selection, operation/setting configuration, and troubleshooting in order to help customers solve problems they may be facing.



Automation Center/ Laboratory



See the latest control applications on display using actual machines. OMRON engineers are also available for consultation and to propose specific solutions to customer problems.

For Startup

These services can be used for equipment installation/construction, configuration of initial settings, or adjustment. With these services, OMRON aims to ensure smooth setup leading up to the start of on-site production.

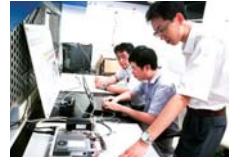
Product Installation Support



On-Site Startup



OMRON offers on-site installation, setting, and adjustment of purchased products.



Operation /Setup Training



OMRON offers training sessions so that participants can learn products through hands-on experience with learning equipment.



Prime shipping —For Setup



When problems arise at a customer facility, OMRON will deliver the emergency replacement products as required.



Technical Support —Product Setup Assistance



OMRON's Technical Support offers telephone consultations including product selection, operation/setting configuration, and troubleshooting in order to help customers solve problems they may be facing.

For Maintenance

These services are designed for those looking to maintain and manage stable operation, and to address problems that have occurred. Through these services, OMRON is able to provide periodic inspections and rapid recovery from malfunctions.

Preventive Maintenance/Maintenance Support



Periodic Inspections



In order to discover potential device malfunctions and minor abnormalities at an early stage, OMRON carries out various periodic inspections including checks for part wear and damage.



Maintenance Training



OMRON offers various courses focusing on helping participants to master skills related to maintenance operations.



Maintenance Contracts



OMRON offers annual maintenance contract including periodic inspections and recovery support should a failure occur.

Breakdown Maintenance/Maintenance Support



Trouble Analysis



OMRON service engineers will visit your facility to investigate and improve the equipment installation environment.



On-Site Recovery



With OMRON's On-Site Recovery Service, engineers will personally visit a facility that uses OMRON products when problems arise.



Repair/Analysis



OMRON accepts repair requests for malfunctioning products. OMRON also analyzes the cause in order to prevent recurrence.



Prime shipping —For Maintenance



When problems arise at a customer facility, OMRON will deliver the emergency replacement products as required.



Technical Support —On-Site Trouble Assistance

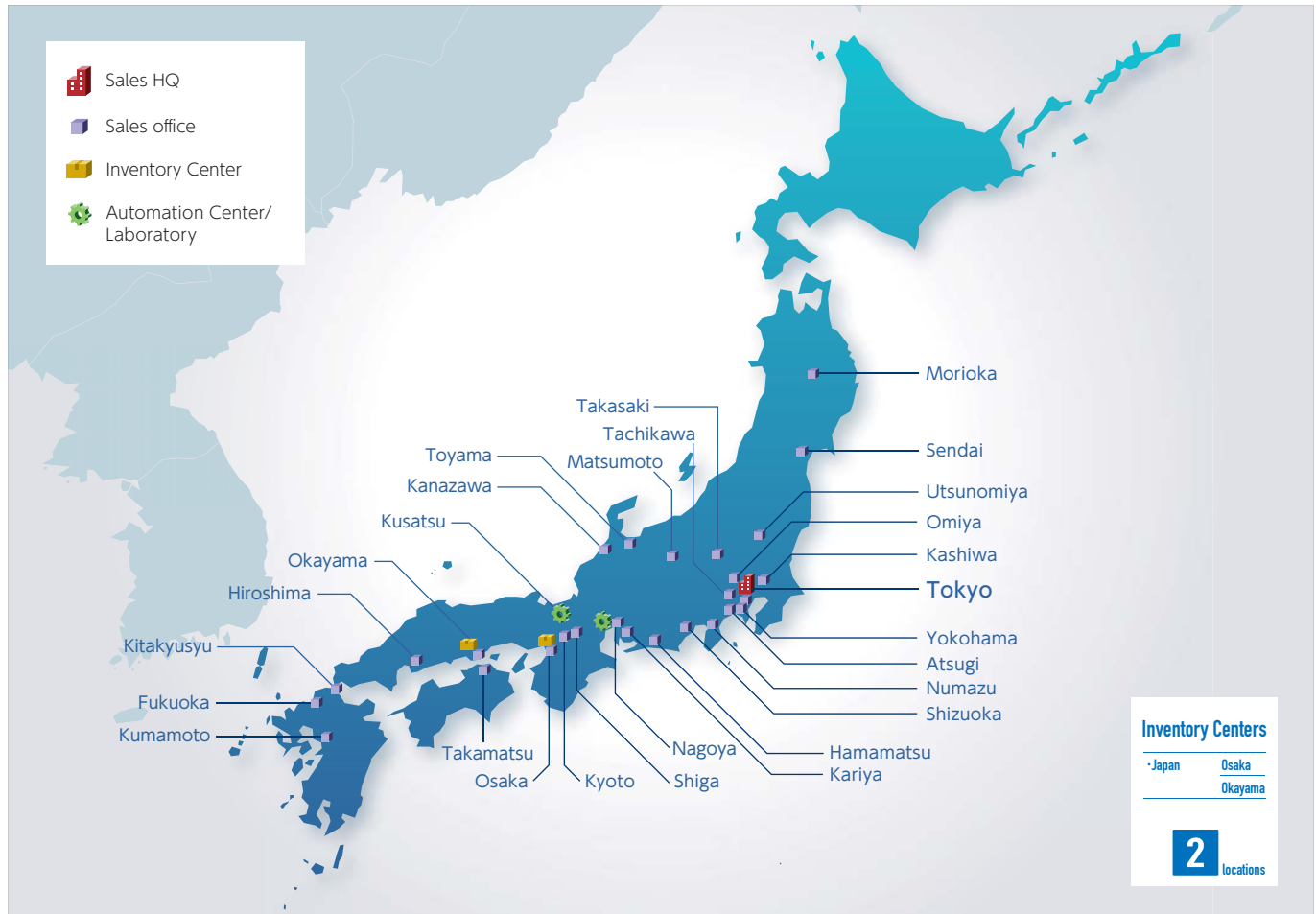


OMRON's Technical Support offers telephone consultations including product selection, operation/setting configuration, and troubleshooting in order to help customers solve problems they may be facing.



JAPAN

In Japan, we maintain our Sales Headquarters in Tokyo (Shinagawa), as well as 27 sales offices and two inventory centers to ensure that our customer's needs are met.

Our Automation Center/Laboratory? showcases actual machines for various control applications that are implemented by our latest control components.



JAPAN Supported languages / Japanese

Sales HQ	OMRON Corporation Industrial Automation Company	
Address	Shinagawa Front Building 7F, 2-3-13, Kounan, Minato-ku, Tokyo	
Phone	+81-55-982-5015	Fax +81-55-982-5051
Website	Inquiry Form  https://www.fa.omron.co.jp/view/form/inputMember.cgi?iwebFormID=tech	Service-Related Inquiries  http://www.fa.omron.co.jp/support/
Business hours	Monday-Friday(Excluding public holidays) 9:00-17:30	
Sales Office	Sendai TEL:+81-22-265-0571 Morioka TEL:+81-19-604-7122 Tokyo TEL:+81-3-6718-3501 Kashiwa TEL:+81-4-7148-0690 Omiya TEL:+81-48-645-8855 Takasaki TEL:+81-27-326-3456 Utsunomiya TEL:+81-28-633-5424 Tachikawa TEL:+81-42-524-6776 Yokohama TEL:+81-45-411-7285 Atsugi TEL:+81-46-297-3605 Matsumoto TEL:+81-263-32-6561 Nagoya TEL:+81-52-561-8670 Numazu TEL:+81-55-977-9029 Shizuoka TEL:+81-54-253-6182	Hamamatsu TEL:+81-53-455-0081 Kariya TEL:+81-566-23-9760 Kanazawa TEL:+81-76-233-4770 Toyama TEL:+81-76-441-1170 Osaka TEL:+81-6-6347-5811 Shiga TEL:+81-77-588-9500 Kyoto TEL:+81-75-325-1092 Okayama TEL:+81-86-231-3623 Hiroshima TEL:+81-82-247-0310 Takamatsu TEL:+81-87-851-7737 Fukuoka TEL:+81-92-414-3212 Kitakyusyu TEL:+81-93-511-8171 Kumamoto TEL:+81-96-355-1611



Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

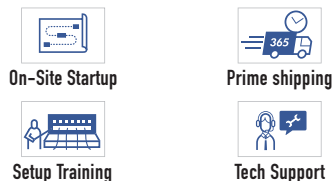


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support

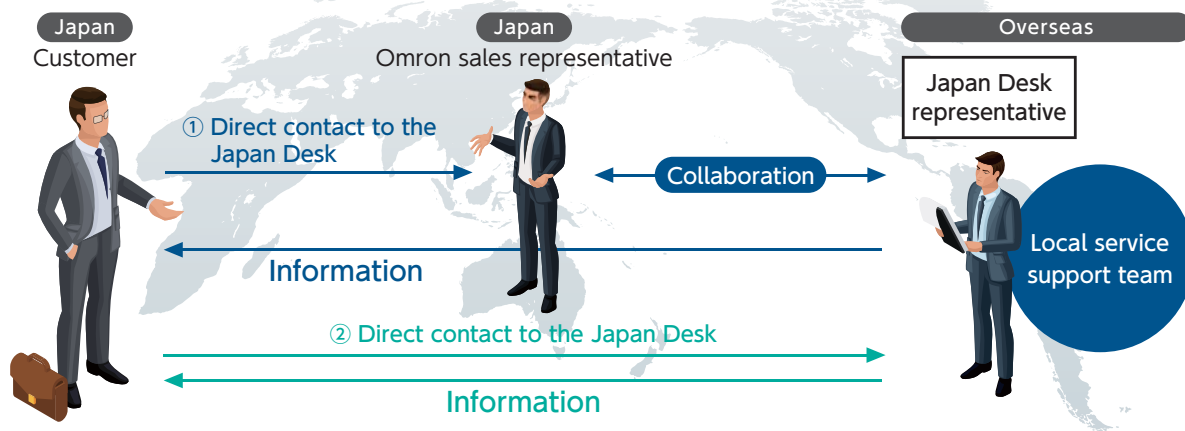


Japan Desk (Contacts in Japanese) ~Service support that makes you feel at home~

Japanese speaking representatives are ready to serve Japanese customers engaging in manufacturing all over the world.

1 To obtain local information before starting a business there.

A Japan Desk representative provides the local service support information.



2 To receive technical support for starting up new equipment outside Japan

A Japan Desk representative arranges a local engineer to support the customer.



GREATER CHINA

In the Greater China Region, we maintain our Regional Sales Headquarters in Shanghai, as well as 43 sales offices and 5 inventory centers to ensure that our customer's needs are met. For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in China (Shanghai). Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



CHINA-mainland

Supported languages/Chinese, English, CHINA-mainland, Japanese

Sales HQ	OMRON INDUSTRIAL AUTOMATION (CHINA) CO., LTD.	
Address	Room 2211, Bank of China Tower, 200 Yin Cheng Zhong Road, PuDong New Area, Shanghai, 200120, China	
Phone	+86-21-6023-0333	Fax +86-21-5037-2388
Website	Inquiry Form https://www.fa.omron.com.cn/web/service	Service-Related Inquiries https://www.fa.omron.com.cn/service-introduction
Business hours	Monday-Friday(Excluding public holidays) 8:45-12:00, 13:00-17:45	
Sales Office	Beijing TEL:+86-10-5739-5399 Tianjin TEL:+86-22-83191580 Qingdao TEL:+86-532-66775819 Jinan TEL:+86-531-82929795 Yantai TEL:+86-535-6865018 Tangshan TEL:+86-315-4795118 Shijiazhuang TEL:+86-311-8690-6790 Taiyuan TEL:+86-351-5229870 Dalian TEL:+86-411-39948181 Shenyang TEL:+86-24-22815131 Changchun TEL:+86-431-81928301 Kunshan TEL:+86-512-50110866 Suzhou TEL:+86-512-6866-9277 Wuxi TEL:+86-510-85169303 Nanjing TEL:+86-25-8324-0556	Zhangjiagang TEL:+86-512-5631-3157 Xuzhou TEL:+86-516-83736516 Hangzhou TEL:+86-571-8765-2855 Ningbo TEL:+86-574-2788-8220 Wenzhou TEL:+86-577-88919195 Wuhan TEL:+86-27-8228-2145 TEL:+86-27-8228-2146 TEL:+86-27-8228-2147 TEL:+86-27-8228-2148 Zhengzhou TEL:+86-371-65585192 Hefei TEL:+86-551-6345-4209 Nanchang TEL:+86-791-86304711 Changsha TEL:+86-731-84585551 Guangzhou TEL:+86-20-8755-7798 Dongguan TEL:+86-769-22423200



Japan Desk
(Contacts in Japanese)

TEL

TIANJIN
+86-22-8319-1580 EXT 3020

SHANGHAI
+86-21-6023-0333 EXT 2672

SHENZHEN
+86-755-2694-8238 EXT 509

GUANGZHOU
+86-20-8755-7798 EXT 211

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

Sales Office

Shenzhen TEL:+86-755-2694-8238
 Foshan TEL:+86-757-83305268
 Zhongshan TEL:+86-760-8822-4545
 Shantou TEL:+86-754-88706001
 Fuzhou TEL:+86-591-88088551
 Xiamen TEL:+86-592-2686709
 Nanning TEL:+86-771-5531371
 Chengdu TEL:+86-28-86765345

Chongqing TEL:+86-23-68796406
 Guiyang TEL:+86-851-84812320
 Kunming TEL:+86-871-63527224
 Xi'an TEL:+86-29-8885-1505
 Yinchuan TEL:+86-951-5670-076
 Lanzhou TEL:+86-931-8720101
 Urumchi TEL:+86-991-5198587
 Hong Kong TEL:+852-2375-3827

Korea Desk (Contacts in Korean)

TEL

SHANGHAI
+86-156-1854-7096

Service Support Availability

For Design

New Equipment Design Support



Consultation On-site Environmental Diagnosis Product Training

Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

Product Selection Support



Proof of Concept Tech Support Automation Center /Laboratory

For Startup

Product Installation Support



On-Site Startup Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts Maintenance Training

Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis





Prime shipping



Tech Support

TAIWAN

Supported languages/Chinese, English, Japanese

Sales HQ	OMRON TAIWAN ELECTRONICS INC.	
Address	6F, Home Young Bldg., No.363, Fu-Shing N.Road, Taipei, Taiwan R.O.C	
Phone	+886-2-2715-3331	Fax +886-2-2712-6712
Website	Inquiry Form https://www.omron.com.tw/contact/form/tw_omron 	Service-Related Inquiries http://www.omron.com.tw 
Business hours	Monday-Friday(Excluding public holidays) 8:30-18:00	
Sales Office	Taichung TEL:+886-4-2325-0834 Hsinchu TEL:+886-3-667-5557	Tainan TEL:+886-6-226-2208



Japan Desk (Contacts in Japanese)

TEL

TAIPEI
+886-2-2715-3331 EXT 2170

* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

Service Support Availability

For Design

New Equipment Design Support



Product Training

Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

Product Selection Support



Product Evaluation Loan Tech Support Automation Center /Laboratory

For Startup

Product Installation Support



On-Site Startup Prime shipping



Setup Training



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts Maintenance Training

Breakdown Maintenance/Maintenance Support



On-Site Recovery Repair/Analysis



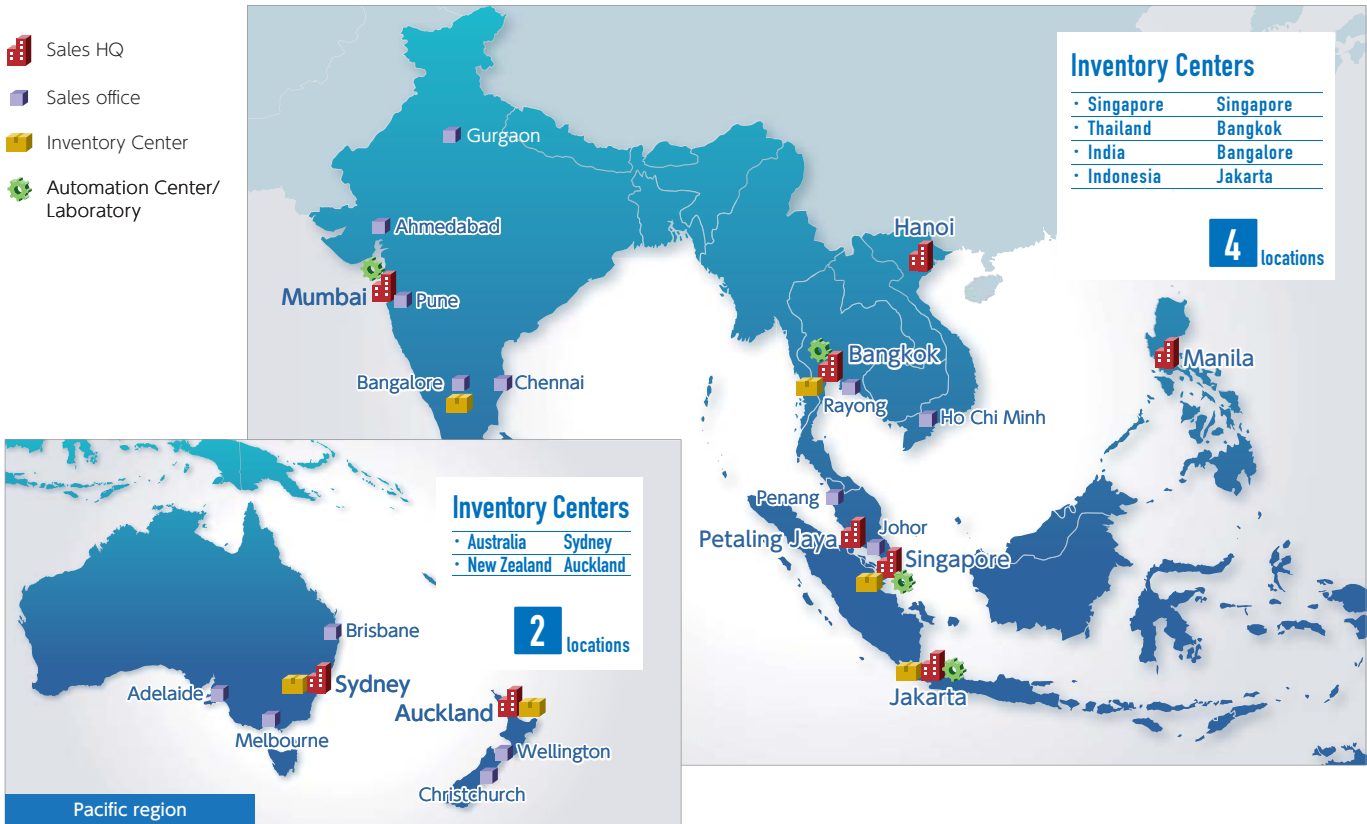
Prime shipping



Tech Support

ASIA PACIFIC

In the Asia Pacific Region, we maintain our Regional Sales Headquarters in Singapore, as well as 22 sales offices and 6 inventory centers to ensure that our customer's needs are met. For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in Singapore. Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



SINGAPORE

Supported languages/English, Chinese

Sales HQ	OMRON ELECTRONICS PTE. LTD.		
Address	438A Alexandra Road, #05-05/08, Alexandra Technopark, Singapore 119967		
Phone	+65-6-547-6789	Fax	+65-6-547-6769
Website	Inquiry Form https://www.omron-ap.com/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron-ap.com/service_support/main.asp 	
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:15		
Sales Office	-		



Japan Desk
(Contacts in Japanese)

TEL
















MALAYSIA
+60-3-7688-2888

* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk_singapore@ap.omron.com

Service Support Availability

For Design	For Startup	For Maintenance
New Equipment Design Support  Consultation  Product Training Product Selection Support  Product Evaluation Loan  Proof of Concept  Tech Support  Automation Center/Laboratory	Product Installation Support  On-Site Startup  Prime shipping  Tech Support	Preventive Maintenance/Maintenance Support  Periodic Inspections  Maintenance Contracts Breakdown Maintenance/Maintenance Support  On-Site Recovery  Repair/Analysis  Prime shipping  Tech Support

AUSTRALIA

Supported languages/English

Sales HQ	OMRON ELECTRONICS PTY.LTD.		
Address	UNIT 6, 108 SILVERWATER ROAD SILVERWATER SYDNEY NSW 2128 AUSTRALIA		
Phone	+61-2-9878-6377	Fax	+61-2-9878-6981
Website	Inquiry Form https://www.omron.com.au/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron.com.au/service_support/main.asp 	
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:00		
Sales Office	Brisbane/Melbourne/Adelaide TEL:1300-766-766(In Australia)		



Japan Desk (Contacts in Japanese)

TEL

MALAYSIA
+60-3-7688-2888

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japandesk_singapore@ap.omron.com

Service Support Availability

For Design

New Equipment Design Support



Product Training

Product Selection Support



Proof of Concept



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis





Prime shipping



Tech Support

INDIA

Supported languages/Hindi, English, Japanese

Sales HQ	OMRON AUTOMATION PRIVATE LIMITED		
Address	THE QUBE 5th Floor, Unit No. 501-504, M V Road, Marol, Andheri(EAST) Mumbai-MH-400059, India		
Phone	+91-22-7128-8400	Fax	+91-22-7128-8401
Website	Inquiry Form https://www.omron-ap.co.in/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron-ap.co.in/service_support/main.asp 	
Business hours	Monday-Friday (Excluding Public Holiday) 9:00-17:30		
Sales Office	Bangalore TEL:+91-80-6709-6400/6709-6406 Pune TEL:+91-20-4148-4600/6620-6474 Ahmedabad TEL:+91-99-98-999069	Gurgaon TEL:+91-124-7122700	Chennai TEL:+91-44-4902-6100



Japan Desk (Contacts in Japanese)

TEL

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+91-124-7122700

CHENNAI
+91-44-4902-6100

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MAIL

japandesk_india@ap.omron.com

Service Support Availability

For Design

New Equipment Design Support



Consultation



On-site Environmental
Diagnosis



Product
Training

Product Selection Support



Proof of Concept



Tech Support



Automation Center
/Laboratory

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site
Recovery



Repair/Analysis



Prime shipping



Tech Support

INDONESIA

Supported languages / Indonesian, English, Japanese

Sales HQ	PT. OMRON ELECTRONICS		
Address	Menara Bidakara 1, Lt. 22 Jl. Jend. Gatot Subroto Kav. 71-73 Pancoran, Jakarta 12870 INDONESIA		
Phone	+62-21-2949-7500	Fax	+62-21-2949-7555
Website	Inquiry Form https://www.omron.co.id/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron.co.id/service_support/main.asp 	
Business hours	Monday-Friday (Excluding Public Holiday) 8:30-17:15		
Sales Office	-		



Service Support Availability

For Design

New Equipment Design Support



Consultation



Product Training

Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

Product Selection Support



Product Evaluation Loan



Proof of Concept



Tech Support



Automation Center/Laboratory

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Setup Training



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts



Maintenance Training

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

Japan Desk (Contacts in Japanese)

TEL

+62-811-953-5304

+62-811-871-2526

+62-21-2949-7555

* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk_indonesia@ap.omron.com

MALAYSIA

Supported languages / Malay, English, Chinese, Japanese

Sales HQ	OMRON ELECTRONICS SDN. BHD.		
Address	Unit 1101, Level 11, Uptown 1, No. 1, Jalan SS21/58, Damansara Uptown, 47400 Petaling Jaya, Selangor Darul Ehsan, Malaysia		
Phone	+60-3-7688-2888	Fax	+60-3-7688-2833
Website	Inquiry Form https://www.omron-ap.com.my/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron-ap.com.my/service_support/main.asp 	
Business hours	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
Sales Office	Johor TEL:+60-7-356-8388	Penang TEL:+60-4-643-5382	



Service Support Availability

For Design

New Equipment Design Support



Consultation



Product Training

Product Selection Support



Proof of Concept



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

Japan Desk (Contacts in Japanese)

TEL

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* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk_malaysia@ap.omron.com

NEW ZEALAND

Supported languages/English

Sales HQ	OMRON ELECTRONICS LIMITED		
Address	65 Boston Road, Mt Eden Auckland New Zealand		
Phone	+64-9-358-4400	Fax	+64-9-358-4411
Website	Inquiry Form https://www.omron-ap.co.nz/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron-ap.co.nz/service_support/main.asp 	
Business hours	Monday-Friday (Excluding Public Holiday) 8:00-17:00		
Sales Office	Christchurch TEL:+64-3-366-5091 Wellington TEL:+64-4-567-1438		



Japan Desk (Contacts in Japanese)

TEL

MALAYSIA
+60-3-7688-2888

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MAIL

japandesk_singapore@ap.omron.com

Service Support Availability

For Design

New Equipment Design Support



Product Training

Product Selection Support



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

PHILIPPINES

Supported languages/Filipino, English, Japanese

Sales HQ	OMRON ASIA PACIFIC PTE LTD, MANILA REPRESENTATIVE OFFICE		
Address	2F, Kings Court II Building, 2129 Don Chino Roces Avenue, corner Dela Rosa Street, 1231 Makati City, Metro Manila, Philippines		
Phone	+632-811-2831 ~ 34	Fax	+632-811-2583
Website	Inquiry Form https://www.omron-ap.com.ph/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron-ap.com.ph/service_support/main.asp 	
Business hours	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
Sales Office	—		



Japan Desk (Contacts in Japanese)

TEL

+63-999-229-3219

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

Service Support Availability

For Design

New Equipment Design Support



Product Training

Product Selection Support



Proof of Concept



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Tech Support

THAILAND

Supported languages / Thai, English, Japanese

Sales HQ	OMRON ELECTRONICS CO., LTD.		
Address	Rasa Tower 2, 16th Floor, 555 Phaholyothin Road, Kwaeng Chatuchak, Khet Chatuchak, Bangkok 10900, THAILAND		
Phone	+66-2-942-6700	Fax	+66-2-937-0501
Website	Inquiry Form https://www.omron-ap.co.th/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron-ap.co.th/service_support/main.asp 	
Business hours	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
Sales Office	Rayong TEL:+66-38-346-070		



Japan Desk (Contacts in Japanese)

TEL

+66-2-942-6753

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MAIL

japandesk_thailand@ap.omron.com

Service Support Availability

For Design

New Equipment Design Support



Product Training

Product Selection Support



Product Evaluation Loan



Proof of Concept



Tech Support



Automation Center/
Laboratory

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Setup Training



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts



Maintenance Training

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

VIETNAM

Supported languages / Vietnamese, English, Japanese

Sales HQ	Omron Vietnam Co. Ltd.		
Address	9th floor, Mippec Tower, 229 Tay Son, Dong Da, Hanoi, Vietnam		
Phone	+84-24-3556-3444 (Hanoi) +84-28-3920-4338 (Ho Chi Minh)	Fax	+84-24-3556-3443 (Hanoi) +84-28-3920-4335 (Ho Chi Minh)
Website	Inquiry Form https://www.omron.com.vn/service_support/customer_service/feedback_nonmember.asp 	Service-Related Inquiries http://www.omron.com.vn/service_support/main.asp 	
Business hours	Monday-Friday (Excluding Public Holiday) 8:30-17:30		
Sales Office	Ho Chi Minh TEL:+84-28-3920-4338		



Japan Desk (Contacts in Japanese)

TEL

**HANOI
+84-24-3556-3444**

**HO CHI MINH
+84-28-3920-4338**

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

japandesk_vietnam@ap.omron.com

Service Support Availability

For Design

New Equipment Design Support



Consultation



Product Training

Product Selection Support



Product Evaluation Loan



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Setup Training



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

Japan Desk (Contacts in Japanese)

TEL

**HANOI
+84-24-3556-3444**

**HO CHI MINH
+84-28-3920-4338**

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MAIL

japandesk_vietnam@ap.omron.com

Korea Desk (Contacts in Korean)

TEL

**HANOI
+84-96-114-6782**

KOREA

In South Korea, we maintain our Sales Headquarters in Seoul, as well as 2 sales offices and one inventory center to ensure that our customer's needs are met.

Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



KOREA Supported languages / Korean, Japanese

Sales HQ	OMRON Electronics Korea Co., Ltd.		
Address	18Floor, Kyobo Tower B Wing, 1303-22, Seocho-Dong, Seocho-Gu, Seoul, Republic of Korea		
Phone	+82-70-4506-4106	Fax	+82-2-3483-7788
Website	Inquiry Form https://www.ia.omron.co.kr/member/login.asp 	Service-Related Inquiries http://www.ia.omron.co.kr/ 	
Business hours	Monday-Friday(Excluding public holidays) 9:00-18:00		
Sales Office	Busan TEL:+82-70-4506-4106	Cheonan TEL:+82-70-4506-4106	























Japan Desk
(Contacts in Japanese)

TEL

+82-10-9348-9862

※ Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

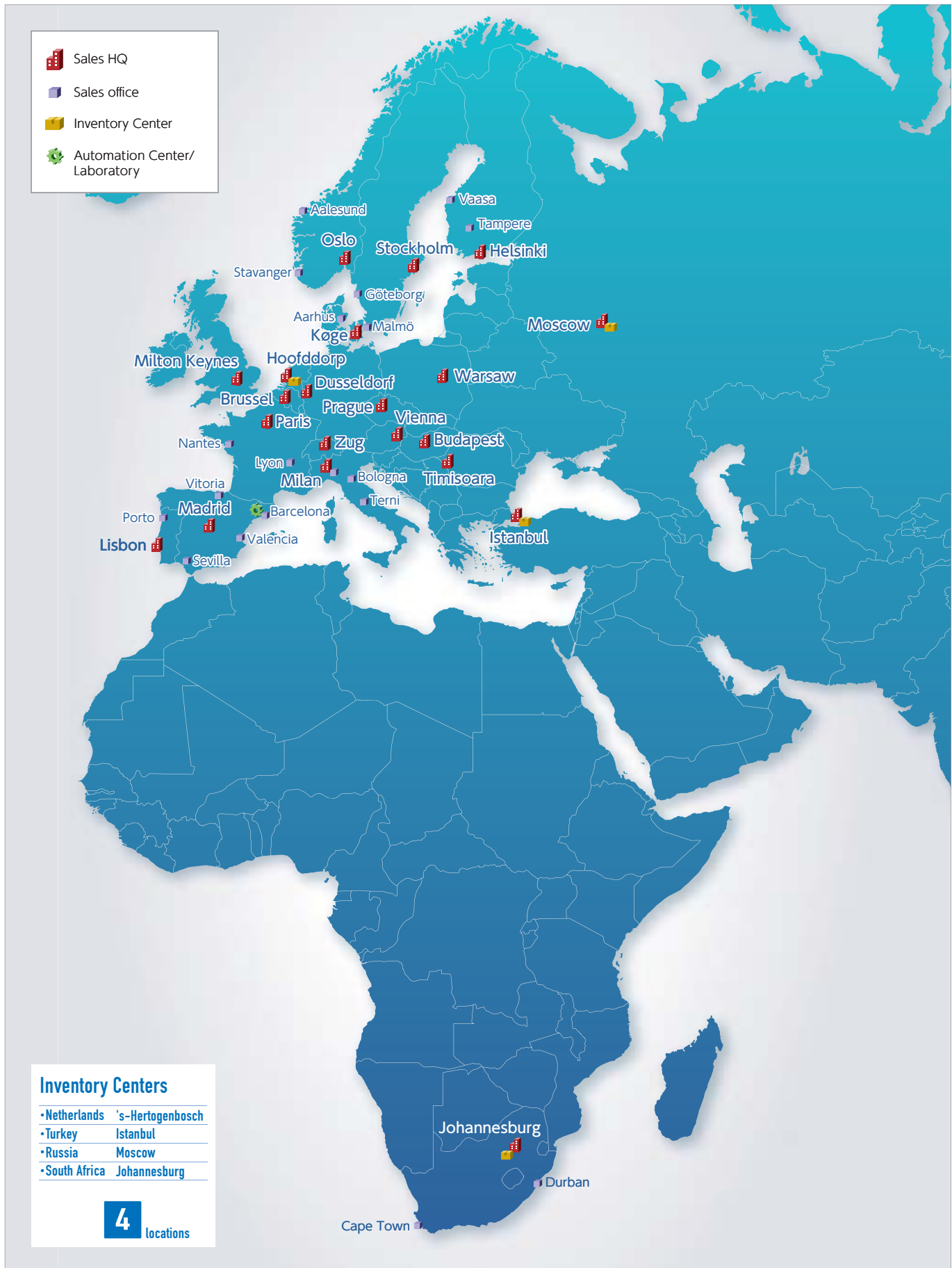
Service Support Availability

For Design	For Startup	For Maintenance
New Equipment Design Support  Consultation  On-site Environmental Diagnosis  Product Training	Product Installation Support  On-Site Startup  Prime shipping	Preventive Maintenance/Maintenance Support  Periodic Inspections  Maintenance Contracts  Maintenance Training
Equipment Optimization Support  Remediation/Additional Function Designing  Migration/Replacement of Discontinued Products	 Setup Training  Tech Support	Breakdown Maintenance/Maintenance Support  Trouble Analysis  On-Site Recovery  Repair/Analysis
Product Selection Support  Proof of Concept  Tech Support  Automation Center /Laboratory		 Prime shipping  Tech Support

*Visit our website at www.ia.omron.com and click the Global Network link for the latest information and updates.



EUROPE & AFRICA

In Europe and Africa, we maintain our Regional Sales Headquarters in Hoofddorp (Netherlands), as well as 40 sales offices and 4 inventory centers to ensure that our customer's needs are met. For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in the Netherlands (Hoofddorp). Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



NETHERLANDS

Supported languages/Dutch, English, French, Japanese

Sales HQ	OMRON ELECTRONICS B.V.		
Address	Wegalaan 61 2132 JD Hoofddorp The Netherlands		
Phone	+31-23-568-1100	Fax	+31-23-568-1188
Website	Inquiry Form https://industrial.omron.nl/nl/misc/forms/contact?referrer=13723 	Service-Related Inquiries https://industrial.omron.nl/nl/services-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	—		



Japan Desk (Contacts in Japanese)

TEL

+31-23-568-1343

* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support



Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support





Breakdown Maintenance/Maintenance Support



AUSTRIA

Supported languages/German, English

Sales HQ	OMRON Electronics Ges.m.b.H.		
Address	Liebermannstraße A01 118/116 A-2345 Brunn am Gebirge Austria		
Phone	+43-2236-377-800	Fax	+49-2173-6800-567
Website	Inquiry Form https://industrial.omron.at/de/misc/forms/contact?referrer=13723 	Service-Related Inquiries https://industrial.omron.at/de/services-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	—		



Japan Desk (Contacts in Japanese)

TEL

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+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support



Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support



BELGIUM

Supported languages / Dutch, French, English

Sales HQ	OMRON ELECTRONICS NV/SA		
Address	Bayauxlaan 12 B-8300 Knokke-Heist Belgium		
Phone	+32-2-466-2480	Fax	—
Website	Inquiry Form https://industrial.omron.be/nl/misc/forms/contact?referrer=13723 	Service-Related Inquiries https://industrial.omron.be/nl/services-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	—		



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TEL

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

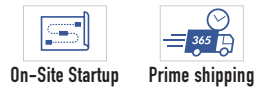


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support




Breakdown Maintenance/Maintenance Support



CZECH REPUBLIC

Supported languages / Czech, English

Sales HQ	OMRON ELECTRONICS SPOL. S.R.O.		
Address	Jankovcova 53, 170 00 Praha 7 Czech Republic		
Phone	+420-234-602-602	Fax	+420-234-602-607
Website	Inquiry Form https://industrial.omron.cz/cs/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.cz/cs/services-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:00		
Sales Office	—		



Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

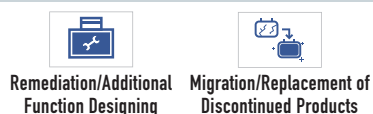
Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

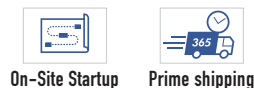


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support




Breakdown Maintenance/Maintenance Support



DENMARK

Supported languages/Danish, English

Sales HQ	OMRON ELECTRONICS A/S		
Address	Theilgaards Torv 3, 1.sal 4600 Køge, Denmark		
Phone	+45-43-440-011	Fax	+45-43-440-211
Website	Inquiry Form https://industrial.omron.dk/da/misc/forms/contact?referrer=9791		Service-Related Inquiries https://industrial.omron.dk/da/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:00 (Monday-Thursday), 8:00-15:30 (Friday)		
Sales Office	Aarhus TEL:+45-43-440-011		



Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

Product Selection Support



Tech Support

For Startup

Product Installation Support



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis




Prime shipping



Tech Support

FINLAND

Supported languages/Finnish, English, Swedish, Russian

Sales HQ	OMRON ELECTRONICS OY		
Address	Bertel Jungin aukio 7 b FI-02600 Espoo Finland		
Phone	+358-207-464200	Fax	+358-207-464250
Website	Inquiry Form https://industrial.omron.fi/fi/misc/forms/contact?referrer=9761		Service-Related Inquiries https://industrial.omron.fi/fi/services-support
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30		
Sales Office	Tampere TEL:+358-40-5758799 TEL:+358-40-6716565 Vaasa TEL:+358-40-1432323 TEL:+358-40-8093666		



Japan Desk (Contacts in Japanese)

TEL

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+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

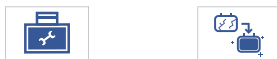
Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

Product Selection Support



Tech Support

For Startup

Product Installation Support



Setup Training



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis



Prime shipping



Tech Support

FRANCE

Supported languages / French

Sales HQ	OMRON ELECTRONICS S.A.S.		
Address	14 rue de Lisbonne 93561 Rosny Sous Bois cedex France		
Phone	0-825-825-679(In France)	Fax	+33-1-48-55-90-86
Website	Inquiry Form https://industrial.omron.fr/fr/misc/forms/contact?referrer=13723 	Service-Related Inquiries https://industrial.omron.fr/fr/services-support 	
Business hours	Monday-Friday (Excluding public holidays) 8:30-12:00,13:30-18:00 (Monday-Thursday) 8:30-12:00,13:30-17:00 (Friday)		
Sales Office	Lyon/Nantes TEL:0-825-825-679(In France)		



Japan Desk (Contacts in Japanese)

TEL

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+31-23-568-1343

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MAIL

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Service Support Availability

For Design

New Equipment Design Support



Consultation On-site Environmental Diagnosis Product Training

Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

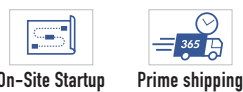
Product Selection Support



Proof of Concept Tech Support

For Startup

Product Installation Support



On-Site Startup Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts Maintenance Training



Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis Prime shipping Tech Support

GERMANY

Supported languages / German, English

Sales HQ	OMRON ELECTRONICS GmbH		
Address	Elisabeth-Selbert-Strasse 17 40764 Langenfeld Germany		
Phone	+49-2173-6800-0	Fax	+49-2173-6800-400
Website	Inquiry Form https://industrial.omron.de/de/misc/forms/contact?referrer=13723 	Service-Related Inquiries https://industrial.omron.de/de/services-support 	
Business hours	Monday-Friday (Excluding public holidays) 8:00-17:00		
Sales Office	Langenfeld TEL:+49-2173-6800-0		



Japan Desk (Contacts in Japanese)

TEL

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+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Consultation On-site Environmental Diagnosis Product Training

Equipment Optimization Support



Remediation/Additional Function Designing Migration/Replacement of Discontinued Products

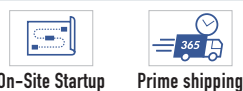
Product Selection Support



Proof of Concept Tech Support

For Startup

Product Installation Support



On-Site Startup Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections Maintenance Contracts



Breakdown Maintenance/Maintenance Support



Trouble Analysis On-Site Recovery Repair/Analysis Prime shipping Tech Support

HUNGARY

Supported languages/Hungarian

Sales HQ	OMRON ELECTRONICS KFT.	
Address	Vaci ut. 45. C/6 1134 Budapest Hungary	
Phone	+36-1-399-3050	Fax +36-1-399-3060
Website	Inquiry Form https://industrial.omron.hu/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.hu/hu/services-support 
Business hours	Monday-Friday (Excluding public holidays) 8:00-16:30 (Monday-Thursday) 8:00-14:30 (Friday)	
Sales Office	—	



Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

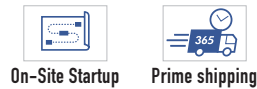


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support



ITALY

Supported languages/Italian

Sales HQ	OMRON ELECTRONICS S.P.A.	
Address	Viale Certosa 49 20149 Milano Italy	
Phone	+39-02-326-81	Fax +39-02-326-8282
Website	Inquiry Form https://industrial.omron.it/misc/forms/contact?referrer=13723 	Service-Related Inquiries https://industrial.omron.it/it/services-support 
Business hours	Monday-Friday (Excluding public holidays) 8:30-12:30, 13:30-17:30	
Sales Office	Bologna TEL:+39-051-613-6611 Milano TEL:+39-02-326-8777 Terni TEL:+39-07-445-4511	



Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

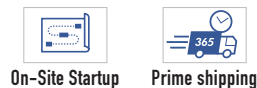


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support



NORWAY

Supported languages / Norwegian, English

Sales HQ	OMRON ELECTRONICS NORWAY A/S	
Address	Ole Deviks vei 6 B N-0666 Oslo Norway	
Phone	+47-22-657-500	Fax —
Website	Inquiry Form https://industrial.omron.no/no/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.no/no/services-support 
Business hours	Monday-Friday (Excluding public holidays) 8:00-16:00	
Sales Office	Aalesund TEL:+47-22-657-500	Stavanger TEL:+47-22-657-500



Japan Desk (Contacts in Japanese)

TEL
NETHERLANDS
+31-23-568-1343

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MAIL
Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

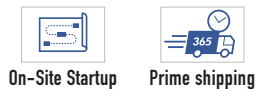


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support





Breakdown Maintenance/Maintenance Support



POLAND

Supported languages / Polish, English

Sales HQ	OMRON ELECTRONICS SP. Z O.O.	
Address	ul. Cybernetyki 7A Budynek Luminar 02-677 Warszawa Poland	
Phone	+48-22-458-6666	Fax +48-22-458-6660
Website	Inquiry Form https://industrial.omron.pl/pl/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.pl/pl/services-support 
Business hours	Monday-Friday (Excluding public holidays) 9:00-17:00	
Sales Office	—	



Japan Desk (Contacts in Japanese)

TEL
NETHERLANDS
+31-23-568-1343

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MAIL
Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

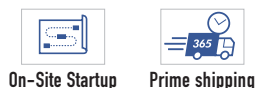


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support





Breakdown Maintenance/Maintenance Support



PORTUGAL

Supported languages / Portuguese, English

Sales HQ	OMRON ELECTRONICS IBERIA S.A.	
Address	Edifício Mar do Oriente - Rua do Pólo Norte, nr.18 - 3.2 - 1990-266 Lisboa	
Phone	+351-21-942-9400	Fax +351-21-941-7899
Website	Inquiry Form Service-Related Inquiries	 
Business hours	Monday-Friday (Excluding public holidays) 8:30-17:40 (Monday-Thursday) 8:30-15:00 (Friday)	
Sales Office	Porto TEL:+351-22-715-5900	



Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

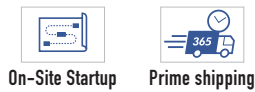


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support





Breakdown Maintenance/Maintenance Support



ROMANIA

Supported languages / Romanian

Sales HQ	Omron Electronics Kft	
Address	Bvd. Mihai Viteazul nr. 30B, SAD 102 300222 Timișoara Romania	
Phone	+40-356-172-242	Fax +40-356-172-243
Website	Inquiry Form Service-Related Inquiries	 
Business hours	Monday-Friday (Excluding public holidays) 8:00-16:30 (Monday-Thursday) 8:00-14:30 (Friday)	
Sales Office	—	



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TEL

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

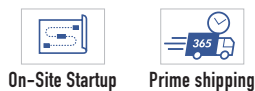


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support





Breakdown Maintenance/Maintenance Support



RUSSIA

Supported languages/Russian, English

Sales HQ	OOO OMRON ELECTRONICS		
Address	Pravdy street 26 125040 Moscow Russia		
Phone	+7-495-648-9450	Fax	+7-495-648-9451
Website	Inquiry Form https://industrial.omron.ru/ru/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.ru/ru/services-support 	
Business hours	Monday-Friday(Excluding public holidays) 9:00-18:00		
Sales Office	—		



Japan Desk (Contacts in Japanese)

TEL

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

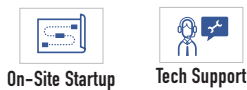


Product Selection Support



For Startup

Product Installation Support

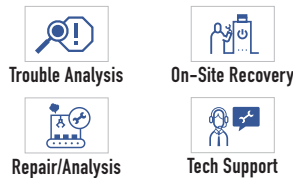


For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support



SPAIN

Supported languages/Spanish, English

Sales HQ	OMRON ELECTRONICS IBERIA S.A.U.		
Address	c/Arturo Soria 95 28027 Madrid Spain		
Phone	+34-902-100-221	Fax	+34-902-361-817
Website	Inquiry Form https://industrial.omron.es/es/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.es/es/services-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:30(Monday-Thursday), 8:00-15:00(Friday),8:00-15:00(July and August)		
Sales Office	Barcelona/Madrid/Sevilla/Valencia/Vitoria TEL:+34-902-100-221		



Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

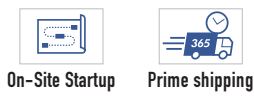


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support





Breakdown Maintenance/Maintenance Support



SWEDEN

Supported languages / Swedish, English

Sales HQ	OMRON ELECTRONICS AB	
Address	Färögatan 7 164 40 Kista Sweden	
Phone	+46-8-632-3500	Fax +46-8-632-3540
Website	Inquiry Form https://industrial.omron.se/sv/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.se/sv/services-support 
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30	
Sales Office	Gothenburg TEL:+46-8-632-3500 Malmö TEL:+46-8-632-3500	



Japan Desk (Contacts in Japanese)

TEL

NETHERLANDS
+31-23-568-1343

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MAIL

Japan.desk.Europe@eu.omron.com

Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

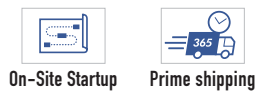


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support



Breakdown Maintenance/Maintenance Support



SWITZERLAND

Supported languages / German, French, Italian

Sales HQ	OMRON ELECTRONICS AG	
Address	Grafenaustrasse 7 6300 Zug, Switzerland	
Phone	+41-41-748-1313	Fax +41-41-748-1345
Website	Inquiry Form https://industrial.omron.ch/de/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.ch/de/services-support 
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00	
Sales Office	—	



Japan Desk (Contacts in Japanese)

TEL

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+31-23-568-1343

* Please say "Japan Desk, please" to ask for a Japanese-speaking representative if someone answered in a local language.

MAIL

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Service Support Availability

For Design

New Equipment Design Support



Equipment Optimization Support

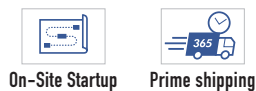


Product Selection Support



For Startup

Product Installation Support



For Maintenance

Preventive Maintenance/Maintenance Support





Breakdown Maintenance/Maintenance Support



TURKEY

Supported languages / Turkish, English

Sales HQ	OMRON ELECTRONICS LTD.		
Address	Burhaniye Mah. Tunuslu Mahmut Paşa Cad. No:10 34676 Üsküdar, İstanbul, Türkiye		
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Business hours	Monday-Friday(Excluding public holidays) 08:15-17:45		
Sales Office	—		



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Service Support Availability

For Design

New Equipment Design Support



On-site Environmental Diagnosis



Product Training

Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

Product Selection Support



Proof of Concept



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

UNITED KINGDOM

Supported languages / English

Sales HQ	OMRON ELECTRONICS LTD.		
Address	Opal Drive Fox Milne MK15 0DG Milton Keynes United Kingdom		
Phone	+44-1908-258258	Fax	+44-1908-258158
Website	Inquiry Form https://industrial.omron.co.uk/en/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.co.uk/en/services-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00 (Monday-Thursday) 8:00-16:00 (Friday)		
Sales Office	—		



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Service Support Availability

For Design

New Equipment Design Support



Consultation



On-site Environmental Diagnosis



Product Training

Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

Product Selection Support



Proof of Concept



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



Trouble Analysis



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

SOUTH AFRICA

Supported languages / English

Sales HQ	OMRON Electronics (Pty) Ltd.	
Address	22 Friesland Drive Longmeadow Office Park South Modderfontein, 1640 South Africa	
Phone	+27-11-579-2600	Fax +27-11-608-3515
Website	Inquiry Form https://industrial.omron.co.za/en/misc/forms/contact?referrer=9791 	Service-Related Inquiries https://industrial.omron.co.za/en/services-support 
Business hours	Monday-Friday(Excluding public holidays) 8:00-16:30	
Sales Office	Cape Town TEL:+27-21-551-2448 Durban TEL:+27-31-275-3000	



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Service Support Availability

For Design

New Equipment Design Support



On-site Environmental Diagnosis



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Prime shipping



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Maintenance Contracts

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Trouble Analysis



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

AMERICAS

In North and South America, we maintain our Regional Sales Headquarters in Chicago, as well as 7 sales offices and 4 inventory centers to ensure that our customer's needs are met. For inquiries about OMRON service and support in regions where no sales offices exist, please contact our Regional Sales Headquarters in the U.S. (Chicago).

Our Automation Center/Laboratory showcases actual machines for various control applications that are implemented by our latest control components.



UNITED STATES

Supported languages/English, Spanish, Japanese

Sales HQ	OMRON ELECTRONICS LLC		
Address	2895 Greenspoint Parkway, Suite 200 Hoffman Estates, IL 60169 U.S.A		
Phone	+1-847-843-7900	Fax	+1-847-843-7787
Website	Inquiry Form https://industrial.omron.us/en/contact/contact-us 	Service-Related Inquiries https://industrial.omron.us/en/services-and-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-17:00		
Sales Office	—		



Japan Desk
(Contacts in Japanese)

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Service Support Availability

For Design

New Equipment Design Support



Consultation



Product Training

Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

Product Selection Support



Proof of Concept



Tech Support



Automation Center /Laboratory

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Setup Training



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts



Maintenance Training

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis





Prime shipping



Tech Support

BRAZIL

Supported languages/Portuguese

Sales HQ	OMRON ELETRONICA DO BRASIL LTDA.		
Address	Alameda Vicente Pinzón, 51-3º andar, Vila Olímpia, CEP:04547-130, São Paulo, Brasil		
Phone	+55-11-5171-8920	Fax	—
Website	Inquiry Form http://industrial.omron.com.br/contato/ 	Service-Related Inquiries http://industrial.omron.com.br/ 	
Business hours	Monday-Friday(Excluding public holidays) 8:00-18:00		
Sales Office	—		



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Service Support Availability

For Design

New Equipment Design Support



Product Training

Product Selection Support



Proof of Concept



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Prime shipping



Tech Support

CANADA

Supported languages/English, French, Spanish

Sales HQ	OMRON CANADA INC.		
Address	100 Consilium Place, Suite 802 Scarborough, ON M1H 3E3 CANADA		
Phone	+1-416-286-6465	Fax	+1-416-286-6648
Website	Inquiry Form https://industrial.omron.ca/en/contact/contact-us 	Service-Related Inquiries https://industrial.omron.ca/en/services-and-support 	
Business hours	Monday-Friday(Excluding public holidays) 8:30-17:00		
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Service Support Availability

For Design

New Equipment Design Support



Consultation



Product Training

Product Selection Support



Proof of Concept



Tech Support

For Startup

Product Installation Support



On-Site Startup



Prime shipping



Tech Support

For Maintenance

Preventive Maintenance/Maintenance Support



Periodic Inspections



Maintenance Contracts

Breakdown Maintenance/Maintenance Support



On-Site Recovery



Repair/Analysis



Prime shipping



Tech Support

MEXICO

Supported languages/Spanish, English, Japanese

Sales HQ	OMRON ELECTRONICS DE MEXICO S.A DE C.V		
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Business hours	Monday-Friday(Excluding public holidays) 8:30-17:30		
Sales Office	Monterrey TEL:+52-81-1156-9910 León TEL:+52-1-47-7214-5900		



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Service Support Availability

For Design

New Equipment Design Support



Consultation



Product Training

Equipment Optimization Support



Remediation/Additional Function Designing



Migration/Replacement of Discontinued Products

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Proof of Concept



Tech Support



Automation Center /Laboratory

For Startup

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Prime shipping



Tech Support

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* The information in this catalog was last updated in June 2018.

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