



GE Fanuc Service on Demand

Hardware/Software Services When and Where You Need Them

When your equipment is down, so is your business. And whether your facility is impacted for a few hours or a few weeks is largely dependent upon the quality and responsiveness of your support provider.

At GE Fanuc, we understand your need for fast, reliable service for your hardware and software investments. And we've responded to that need with *Service On Demand* – a service offering designed to get you back up and running as quickly and efficiently as possible.

Superior Responsiveness

When your plant is down, time is money – literally. With over 30 support locations spread throughout the U.S. and Canada, our expert engineers can typically be at your facility within 12 hours to begin handling your case. And whether we are working independently or in tandem with your in-house maintenance staff, one call to 1-800-GE FANUC puts you on the short road to being back online.

One call gives you access to:

- Our extensive base of GE Fanuc field engineers
- Primary and backup personnel
- Factory Authorized Service Providers

Hardware and Software Expertise

Our engineers are experts in the design, specification and implementation of your GE Fanuc machines, software and control products. Their expertise enables them to quickly troubleshoot your situation. And we stand behind our commitment with guaranteed results.

In addition to our expertise in GE Fanuc's products and protocols, our world-wide network offers a range of pre and post deployment engineering services to provide the right solution to your business, regardless of what products you decide to implement.

Additional Services

Our quality engineering service extends to give you the training and support you need to be able to maintain your application. Our on-site training enables your personnel to become experts in problem-solving and general automation. In addition, our service agreements are available on an hourly or yearly basis, providing the help you need for the life of your operation.

Additional services from GE Fanuc include:

- Legacy & competitor system conversions
- Startup assistance
- Troubleshooting & diagnostics
- Inspections & reviews
- Documentation services
- Training
- Emergency spot services
- Long term services
- Warranty & repair
- iGlobalCare Support
 - Worldwide network of support professionals
 - 24x7 emergency support
 - Product maintenance
 - Online knowledge center

Dispatching

For more information about our services, capabilities and rates, or to schedule an appointment with one of our engineers, please call **1-800-GE Fanuc**.

Products

Service On Demand is available for the following GE Fanuc products. If you don't see the product you're looking for, please call **1-800-GE Fanuc** for a complete listing of the hardware and software we support.

Software

EAM
CIMPLICITY. HMI
Custom Interface Drivers
Custom Scripting
DataViews.
FIX.
I/O Drivers
iClientTS.
iFIX.
Manager
OpenProcess.
iBatch.
iHistorian.
infoAgent.
iWorkInstruction.
LAN / WAN
Microsoft. Open Process.
Open I/O Protocols
Plant Application Modules
PLC Programming Software
QuickDesigner & GP Pro
SQL / Access DB
Taylor Waltz & Process Window
TCP fX Manager.
Tracker
VisualSPC.

Hardware

Critical Control & Redundancy
Field Control
GE 90-30. / 90-70.
Genius I/O
HMI / OI Devices
Industrial PC/Workstations
Open I/O Architectures
PACSystems RX7i, RX3i
PC Based Control
PLC Based Motion Control
Legacy PLC Series 1, 3, 5 & 6
Redundancy & GMR
Series 1, 3, 5 & 6.
Series 90-20, 30 & 70
Series 90 I/O
Taylor Waltz.
TCP fX Control.
VersaMax Nano & Micro
VersaPoint

Operator Interface

GE Fanuc CIMPLICITY HMI.
GE Fanuc CIMPLICITY ME.
GE Fanuc iFIX.
GE Fanuc FIX32.
Taylor Process Window.
TCP fX View.
TCP Smartscreen.
TCP Quick Panel.

GE Fanuc Automation Information Centers

USA and the Americas: 1-800-GE FANUC

Europe and Middle East: (352) 727979-1

Asia Pacific: 86-21-3222-4555

Additional Resources

For more information, please visit the GE Fanuc web site at:

www.gefanuc.com

