



Service & Support

ONE STOP Parts & Service
MAKE GENESIS YOUR FIRST CALL

Customer Service & Support play an important role in the success of robotic automation. Genesis' Customer Service is why so many companies entrust critical manufacturing operations to our automation solutions. We don't hand you off to another company after we've installed your system. Whether it's the robot, positioner, process equipment or peripherals, Genesis Service Engineers are available to help you minimize downtime and get back online.

- 24/7 - 365 Hotline / Phone Support
- Preventative Maintenance
- Robotic System Service and Repair
- Parts Service
- System Documentation Library
- Reintegration Services
- Productivity Improvement Services
- Remote Production & Monitoring Systems
- Machine Service History



ria | **CERTIFIED**
Robot Integrator ●●

Genesis is an RIA Certified Robotics Integrator. The certification program provides robot integrators with a way to benchmark against industry practices and allows robot users to develop a baseline for evaluating robot integrators. In order to become certified, RIA conducted a rigorous on-site audit, safety training and hands-on testing of key personnel.

563.445.5777



**GLOBAL
SUPPORT
LOCATIONS**



INNOVATION AND EXPERIENCE FROM YOUR SINGLE SOURCE

Service & Support

parts@genesis-systems.com
support@genesis-systems.com

Parts Services

Genesis is a one-stop shop for all replacement parts and consumables.

- Welding consumables • Robot components, peripherals and software
- Power supply components • Torch cleaners

Manufacturers include, but not limited to:

- FANUC • Panasonic • KUKA • Motoman • OTC • Miller Electric • Lincoln Electric • Fronius • TBI • Abicor Binzel • Tregaskiss • SICK
- Nabtesco • Allen-Bradley • Numatics • ACE • Lumberg • Cone Drive • Kaydon • Baldor • Pepperl+Fuchs • ifm Electronic • McGill
- Mitsubishi Electric • Safety Technology & Innovations • Turch • Ramco Innovations • Tolomatic • Red Lion • Parker • Balluff • Harting
- Asco Valve • Nemco Controls • Omron • Fuji Electric Semiconductors

Field Service

Genesis Service Engineers are dedicated to onsite support. They are prepared to repair, rebuild or reconfigure Genesis' hardware or software to get the system back into production. These experienced Engineers are also available for preventative maintenance, system reintegration, application and production support.

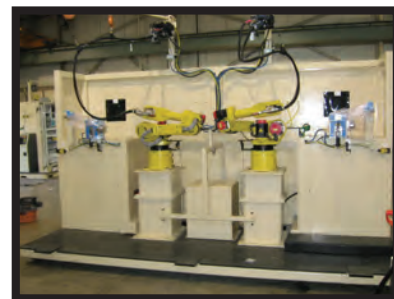


Reintegration Services

Genesis specializes in repurposing robots and robot systems looking for a new job. We can clean up, test and integrate unemployed assets and get them back on the job.



BEFORE



AFTER

24-Hour Hotline Support

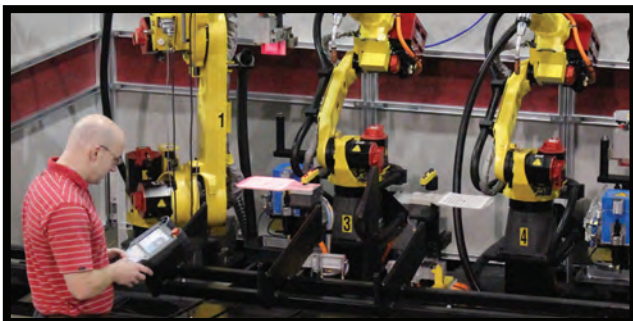
Genesis Service Engineers have 24/7 access to:

- Genesis support console
- Online documentation
- Genesis operation manuals
- Electrical prints
- Process equipment documentation
- Complete machine service history



Productivity Improvement Services

Genesis Service and Application Engineers will upgrade old robot programs and weld parameters with the latest technical tools and software to speed them up and improve weld quality.



Genesis IntelligenceCenter™

Provides a suite of connectivity features which include Advanced Remote Technology Support, Real Time Workcell Production and Performance Monitoring and Automatic Robot File Backup.



WARRANTY

All Genesis workcells come with a one-year single source warranty on parts and labor. Genesis can extend the warranty on parts only up to five years when you purchase your system.