



OMRON INDUSTRIAL AUTOMATION (CHINA) CO., LTD

Customer Service Center

Service Guide



 **Service Hot Line**
400-820-4535
www.fa.omron.com.cn



Always Beside You, Make All Customers Satisfied



OMRON INDUSTRIAL AUTOMATION (CHINA) CO., LTD

Room2211, Bank of China Tower, NO.200 Middle Yincheng Road,
Pudong New Area, Shanghai

Postcode: 200120

Tel: 021-50372222

Fax: 021-50372388



Contact Branch Offices

North and Northeast China

Beijing: 010-57395399
Tianjing: 022-83191580
Shengyang: 024-22815131
Shijiazhuang: 0311-86918122
Tangshan: 0315-6328518
Taiyuan: 0351-5229870
Dalian: 0411-39948181
Changchun: 0431-81928301
Harbin: 0451-53009917
Jinan: 0531-82929795
Qingdao: 0532-66775819
Yantai: 0535-6865018

East China

Nanjing: 025-83240556
Wuxi: 0510-85169303
Suzhou: 0512-68669276
Kunshan: 0512-50110866
Zhangjiagang: 0512-56313157
Xuzhou: 0516-83736516
Hefei: 0551-63639629
Hangzhou: 0571-87652855
Ningbo: 0574-27888220
Wenzhou: 0577-88919195

Central and Western China

Chongqing: 023-68796406
Wuhan: 027-82282145
Chengdu: 028-86765345
Xi'an: 029-88851505
Zhengzhou: 0371-65585192
Changsha: 0731-84585551
Guiyang: 0851-4812320
Kunming: 0871-63527224
Lanzhou: 0931-8720101
Urumqi: 0991-5198587

South China

Guangzhou: 020-87557798
Xiamen: 0592-2686709
Fuzhou: 0591-88088551
Shenzhen: 0755-26948238
Foshan: 0757-83305268
Dongguan: 0769-22423200
Nanchang: 0791-86304711
Shantou: 0754-88706001
Zhongshan: 0760-88224545
Nanning: 0771-5531371
Hongkong: 0852-23753827



China Best Customer Service Center

Omron has set up customer service center branch offices in 9 major cities across China, covering Shanghai, Guangzhou, Beijing, Shenyang, Chengdu, Qingdao, Wuhan, Xi'an and Xiamen. We provide comprehensive services for customers including consulting, training, repairing, telephone follow-up, new media service and solution plaza. Adhering to the service concept of "Serving you with zero distance", more than 120 technical engineers with highest level of service standards are committed to provide high value-added service for customers. It's worth mentioning that we have created many unique services in automation industry such as 1 hour onsite pick-up for free and sending to Omron in 24 hours, online consulting service, 24 hours automated voice system, e-Learning platform for iPad and so on.

As the global famous automation products and solutions provider, Omron has invested in China for more than 30 years, helping China manufacturing partners to improve manufacturing automation with advanced sensing and control technology. In the future, Omron will not only continue to providing more high-quality automation products and solutions, but also creating more value-added for the society and customers by providing more superior customer service, and then becoming automation management expert for our partners.

We are dedicated to serving your needs, and offering enhanced value with our premium services.



2013-2014 "The 9th China Best Customer Service Award" announced officially in Beijing on July 8, 2014. Omron Industrial Automation (China) Co., Ltd stands out from many companies and wins "China Best Customer Service Award", "China Best Customer Service Representative", "Customer Service Outstanding Contribution Award" and topped "China Best After-sale Service Award". Omron is the only company that wins the award in automation industry.





▶▶▶ Consulting Methods



Manual Service

Service Hours: 8:30-19:00(Monday to Friday, except holidays)

① 400-820-4535

According to the voice menu can be carried out **technical consulting**, **business consulting**, **complaints** and **suggestions**.

Fax: 021-50504618

E-Mail: customer_support@gc.omron.com



After consulting, we will send consulting results to customers by **messages** or **e-mails**, it's convenient and to avoid missing information or mistakes.



② Online Consulting Service

When you visit Omron automation website, you can click on “online consulting service” icon in the top right corner to communicate with engineers through **text**, **images**, **links** and other methods.



Self Service

Service Hours: 365D×24H

① 400 Hot Line Automated Voice System

Our innovative **automated voice system** can solve common problems smoothly and waiting for you at any time.



② Intelligent Robot

Answers for **hot issues** can be found by yourselves and don't need to wait.



▶▶▶ FAQ Manuals and Videos

- Specially sort out frequently asked questions and then edit into FAQ manuals.
- Videos are the first in automation industry and make complex questions visible.
- Integrated theory with operation so that help you eliminate doubt and confusion.
- Rich content can be viewed or download online, it's fast and convenient.

FAQ Manuals (13books)

- Guide for Newcomers
- Practical Guide for Selection
- Common Troubleshooting
- Product Usage and Precautions
- FAQ Handbooks
 - Thermostat
 - Sensor
 - PLC
 - Touchscreen
 - Inverter Servo
 - Component
 - Safety Products
 - High-end Sensor
 - Discontinued and Alternative

Videos(237videos)

- Motion/Drive
- FA Automation Equipment
- Sensor
- Control Equipment
- Safety Products
- Switch
- Energy Saving /
Environmental Testing Equipment
- Power/other Peripheral Devices

Frequently Asked Questions Link

www.fa.omron.com.cn/upload/pdf/questions.pdf



▶▶▶ Classroom Training

- Training courses are offered at training center in [Shanghai](#), [Guangzhou](#), [Beijing](#), [Shenyang](#), [Chengdu](#), [Qingdao](#), [Wuhan](#), [Xi'an](#), and [Xiamen](#) regularly. We provide professional prototype and perfect equipment, which is convenient for you to apply theory in practice.
- Training courses cover all series of products such as [PLC](#), [sensor](#), [thermostat](#) and so on.

Standard Training Course List

- CP1 PLC Special Subject
- CJ PLC Special Subject
- CS PLC Special Subject
- NJ PLC Special Subject
- PLC Programming
- Touch-screen Function and Usage
- Invert Function and Usage
- Motion Control
- Serial Communications
- Network Control
- Common Sensor
- Application Sensor
- Thermostat
- Safety Control

Free of Charge Course List

Hot / Dapper / Regularly

- EtherNet/IP Network Infrastructure
- Device Net Construction and Features
- Temperature Control Introduction
- PLC Serial Common Application
- By Built-IO with Simple Positioning
- CP1E and MX2 Inverter Communication
- CP1 Troubleshooting
- CP1 Signal Wiring

Classroom Training Application Link <http://www.fa.omron.com.cn/training/index.php>

▶▶▶ e-Learning

Learning in Anytime and Anywhere

Omron e-Learning contains basic course, product introduction and operation.



e-Learning Link

<http://www.fa.omron.com.cn/elearning/>

e-Learning Platform for iPad Download

1.

Searching for "Omron" in App Store



2.

Scan two-dimension code of e-Learning



▶▶▶ Client-oriented Training

- To meet application requirements of different industries, Omron offers customized training programs covering theory and practice.
- To avoid your travel tired and reduce costs, trainers serve at our customers designated location.



Contact information: 021-50509988 ext. 2103



Repair Service

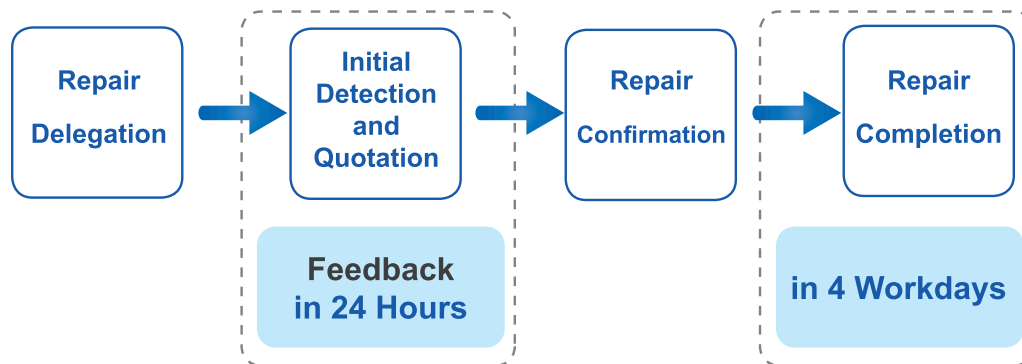


Interior Repair

Repair team adhere to the principle of “instant, high quality, cost saving ” for service whenever our customers is facing any troubles with Omron products.



Service Hours: 8:15-17:00 (Monday to Friday, except holidays)



1 Hour Onsite Pick-up for Free and Send to Omron in 24 Hours

The customers (except the agent) can call [SF-Express hot line 4008111111](tel:4008111111) and fill “Freight Payable at Destination”, then the components and repair list will be sent to [Shanghai repair center](#).

Status Tracking

You can track the progress by accessing to our website. All the reports can be reviewed and printed out from our website.



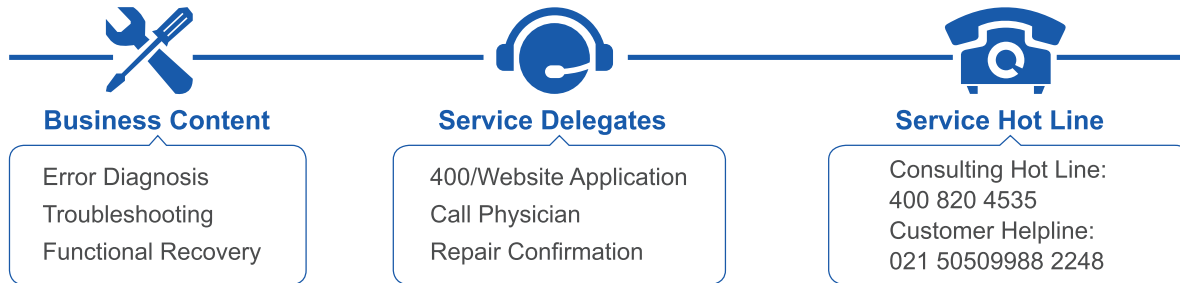
Repair Process Link <http://www.rc-omron.com/user>



SMS Service-----More Comprehensive and Careful

▶▶▶ On-site Repair

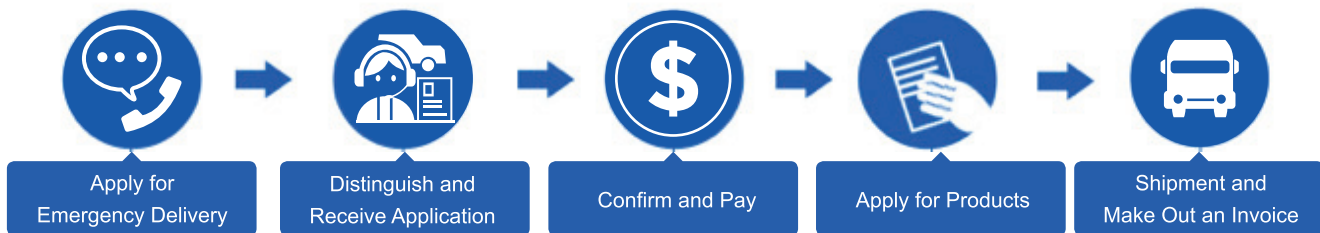
Omron provides on-site service, which engineers diagnose, debug, recovery machine performance rapidly and give reasonable suggestions after repairing.



On-site Repair Application Link <http://www.fa.omron.com.cn/service/field>

▶▶▶ Emergency Delivery Service

Omron provide fast, relieved and paid emergency delivery service of new products for customers. Customers don't need to worry about the lack of substitutes for broken equipment.



- For the customers who need substitute goods, we provide emergency delivery service for them to ensure that equipment can return to normal quickly.
- Standard items in the library 24 hours shipping, SF-express 24 hours delivery.



Contact information: 021-50509988 ext. 2127

Repair Address: Repair Department, Customer Service Center, NO.789 Jinji Road, Pudong New Area, Shanghai

Postcode: 201206



▶▶▶ Omron Automation Website

- Forwards the world's leading website
- Huge amount of data and fast download speed
- Quick navigation and clear classification
- Get information and experience service
- Send latest information for registered users regularly



The screenshot displays the Omron Automation Website interface. At the top, there is a navigation bar with the Omron logo, '工业自动化 | 中国', and links for '样本索取', '网站信箱', '注册', and '登录'. Below this is a secondary menu with '首页', '产品资讯', '资料汇总', '行业应用', '客户服务', '人才招聘', '公司新闻', and '关于我们'. A search bar and '在线客服' link are also present.

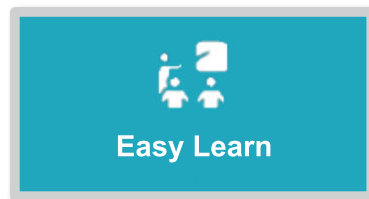
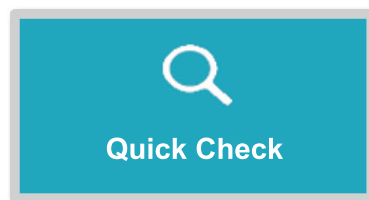
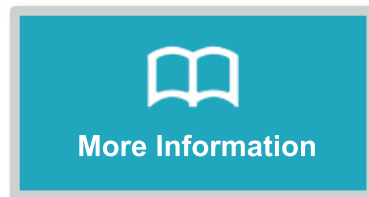
The main content area is titled '客户服务' and features a grid of service categories: '课堂培训', 'e-Learning', '产品修理', '现场维修', '电话咨询', '在线客服', '技术论坛', '安全服务', '工业自动化方案展厅', '客户服务中心指南', '客户满意度调查', '客户投诉', 'Global Service Support Catalog', and '日系企業様向けサポート情報'.

Below the grid are four large icons representing '资料汇总', '技术论坛', 'e-Learning', and '常见问题'. At the bottom, there are columns for '产品中心' (listing PLC, sensors, relays, etc.), '共通信息' (listing certifications and manuals), '产品专题' (listing safety and service support), '联系我们' (listing regional offices and recruitment), and '相关网站链接' (listing Omron China and Taiwan websites). Two QR codes and the phone number '400-820-4535' are also visible.

<http://www.fa.omron.com.cn>

▶▶▶ Omron Automation Official WeChat

Three sections, grasp Omron information by one hand.



Information: Popular products introduction, new products information and the latest news about company.

Check: Contact information about more than 40 firms, agency qualification query, product authenticity query and maintenance schedule query.

Learn: Include FAQs, e-Learning class and training information.

Contact Information

1.

Scan two-dimension code of Omron industrial automation



2.

Searching for "OmronIAB" in App Store





▶▶▶ Satisfaction Survey

Emphasize on customer satisfaction measurement, analysis and improvement.
Focus on customers and enhance customer loyalty.



Satisfaction Survey Link

<http://www.fa.omron.com.cn/service/survey>

Care about customer feeling and listen to customer suggestion, constantly improve our service by satisfaction survey then meet customer demands.



▶▶▶ Pre-sale Telephone Follow-up

Provide timely guidance and consultation for customers.

▶▶▶ Complaint Handling

We receive complaint from service hot line 400-820-4535 and Omron automation website.
After receiving complaints, we get touch with them in 2 hours of workday.



▶▶▶ Solution Plaza Shanghai (SPS)

- Omron has the most cutting-edge showroom in automation industry. The showroom includes new products area, environmental area, FA system area, components area, safety products area and health products area. We introduce solutions and applications for customers who are constantly pursue innovation in manufacturing. We will provide appropriate agenda and detailed explanation according to the customer demand.

Omron Solution Plaza Shanghai is sincerely looking forward to your visit!

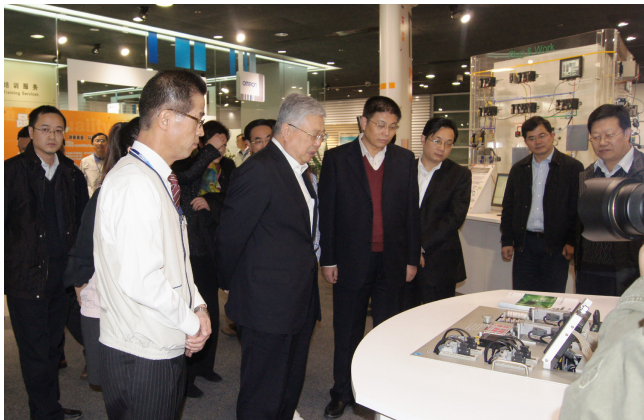


Contact information: 021-50509988 ext. 2102

Visit Application Link: <http://www.fa.omron.com.cn/service/sps/visit>



▶▶▶ Leading Care



Li Ligu, Minister of Civil Affairs visit Omron

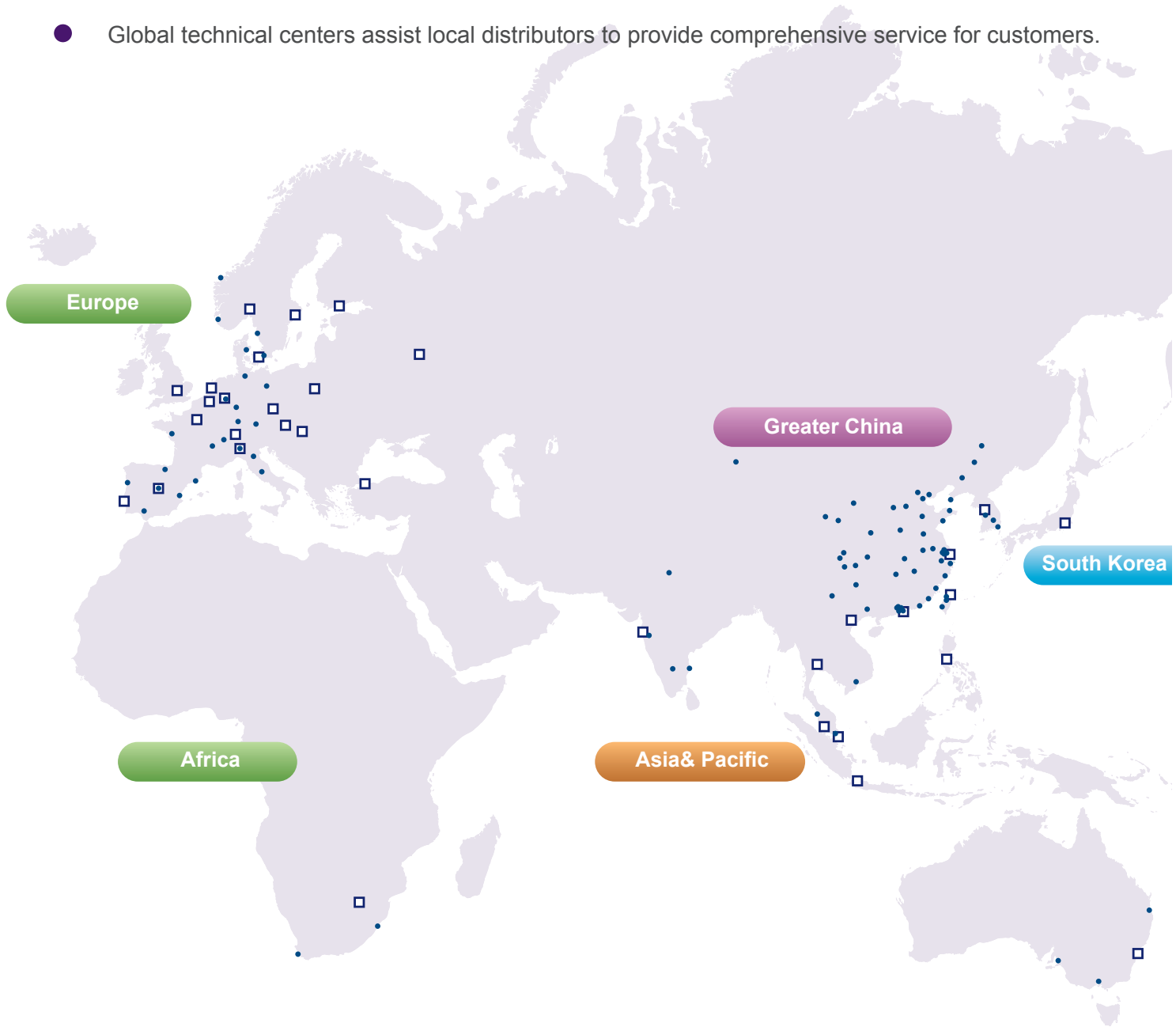


Han Zheng, Secretary of Shanghai Municipal Party Committee visit Omron

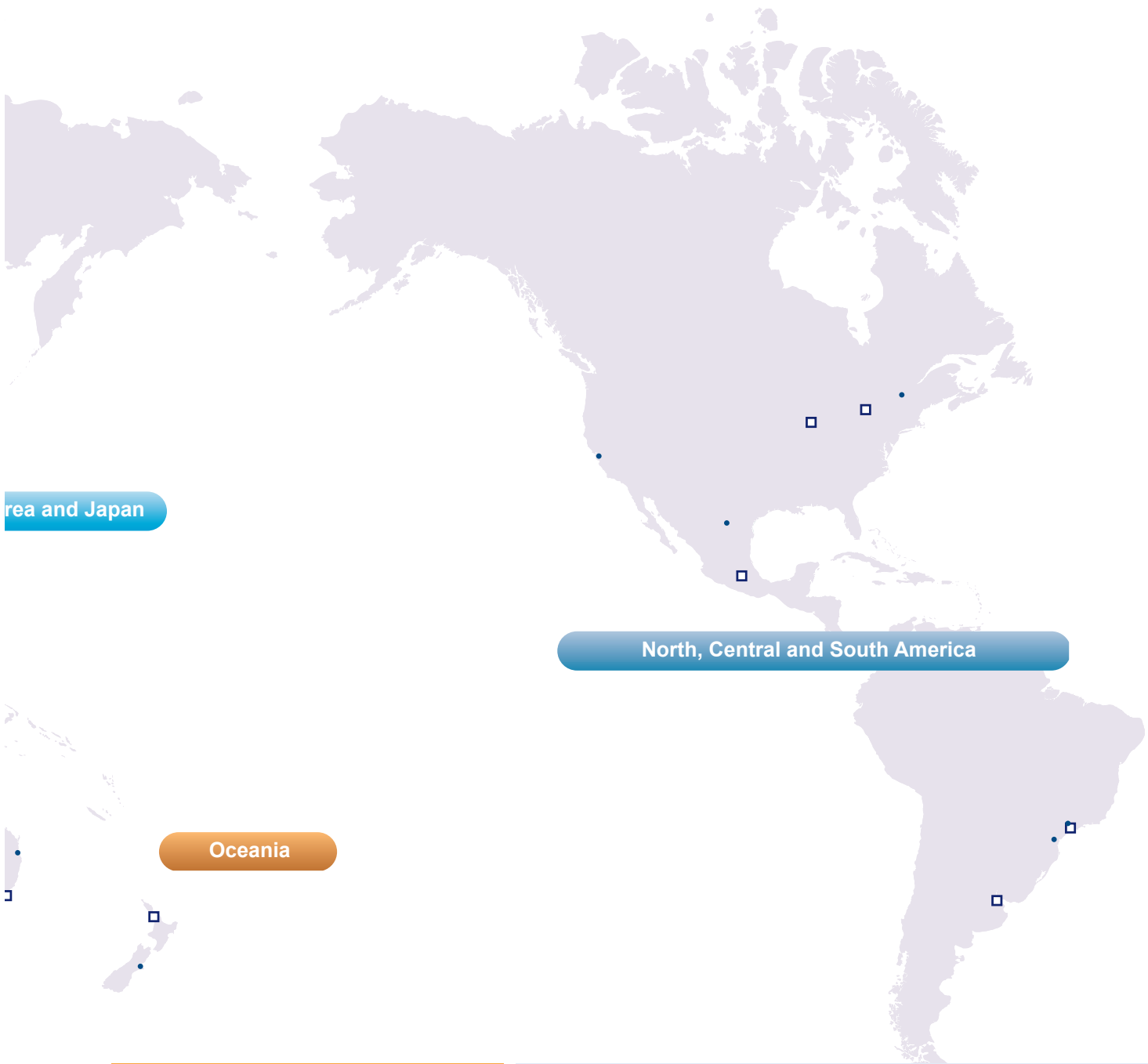


Global Service Distribution

- Omron has 150 technical access centers around 40 countries and areas.
- Global technical centers assist local distributors to provide comprehensive service for customers.



Greater China	Asia& Pacific	Oceania	North, Central and South America	Europe	Africa
China Mainlan	India	Australia	The United States	Austria	South Africa
Hongkong	Singapore	New Zealand	Canada	Germany	
Taiwan	Indonesia		Brazil	Netherlands	
	Thailand		Mexico	Hungary	
	Malaysia		Argentina	Norway	
	Vietnam			Italy	
	The Philippines			Denmark	
				Finland	
				France	
				Czech Republic	
				Russia	
				Spain	
				Switzerland	
				Turkey	



Japan and Taiwan

North, Central and South America

Oceania

- Global Service**
- Provide different samples with local language
 - Omron automation website for 40 countries and area
 - 8 languages edition for e-Learning
 - Provide training service with local language
 - Provide global networking of maintenance services

- Japan Department**
 China (Beijing)
 Tel: 86-10-5739-5399(ext.: 1808)
 China (Tianjin)
 Tel: 86-22-8319-1580(ext.: 127)
 China (Dalian)
 Tel: 86-411-3994-8181(ext.: 216)
 China (East China Region)
 Tel: 86-21- 5037-2222(ext.: 2673, 2675)
 China (Shenzhen)
 Tel: 86-755-2694-8238(ext.: 517, 509)
- China (Guangzhou)
 Tel: 86-20-8755-7798(ext.: 210)
- Taiwan Department**
 China
 Tel: 86-21-6100-6051(ext.: 2687)
- South Korea Department**
 China
 Tel: 86-21-6100-6051(ext.: 2225)

OMRON INDUSTRIAL AUTOMATION (CHINA) CO., LTD

Customer Service Center Shanghai Headquarter

No.789 Jinji Road, Pudong New Area, Shanghai

Tel: 021-50509988

Customer Service Center Guangzhou Branch Office

Room 2606, 26th Floor, China Mayors Plaza, No.189 North Tianhe Road, Guangzhou

Tel: 020-87557798

Customer Service Center Beijing Branch Office

Room 908, Building B, Jianwai SOHO, No.39 East Third Ring Road, Chaoyang District, Beijing

Tel: 010-58693030

Customer Service Center Chengdu Branch Office

Room B905, B-Ray Chengdu Spirit Building, No.38 Sanshe Road, Jinjiang District, Chengdu

Tel: 028-86765345

Customer Service Center Shenyang Branch Office

Room 909, Building A, President Building, No.69 North Heping Road, Heping District, Shenyang

Tel: 024-22815131

Customer Service Center Qingdao Branch Office

Room 23A02, Building 1, Central International Plaza, No.19 Zhangzhou 2 Road, Shinan District, Qingdao

Tel: 0532-66775819

Customer Service Center Wuhan Branch Office

Room 2717, Jianyin Tower, No.709 Jianshe Avenue, Wuhan

Tel: 027-65776565

Customer Service Center Xi'an Branch Office

Room 1909, Langchen Plaza, No.13 Gaoxin 4 Road, High-tech Industries Development Zone, Xi'an

Tel: 029-88851505

Customer Service Center Xiamen Branch Office

Room 905, the Bank Center Building, No.189 Xiahe Road, Xiamen

Tel: 0592-2686709

www.fa.omron.com.cn



Service Hot Line 400-820-4535



Omron Automation
Official Website



Omron Automation
Official Wechat