

# Frequently Asked Questions

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## 1. What makes Matrix different?

Matrix is a Level 4 FANUC Certified Servicing Integrator. This certification assures that we have met all of FANUC's strict criteria and are able to provide prompt, efficient customer support. The rigorous certification process requires mastery in knowledge of FANUC robot operations, programming, troubleshooting, maintenance and preventative maintenance.

## 2. I don't have experience using robotics and automation. Do you offer training?

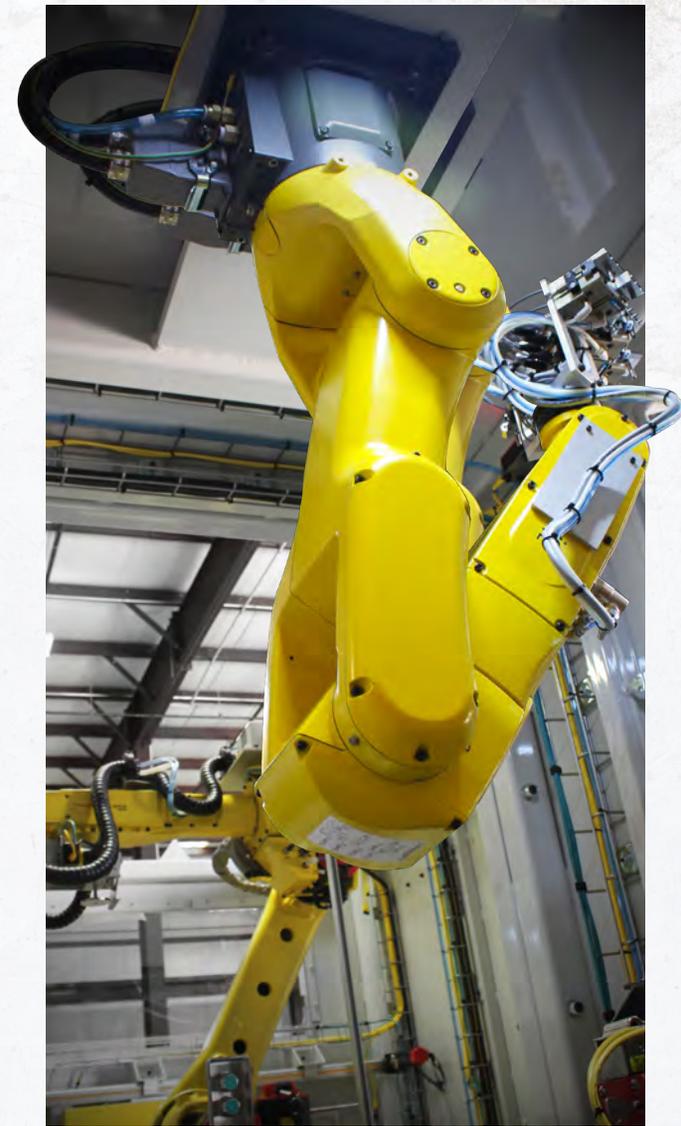
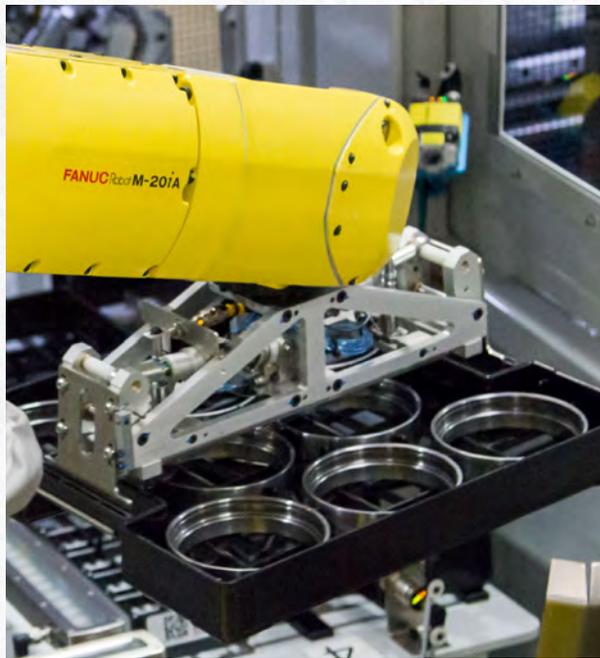
All of our Service Technicians are well-versed with FANUC robots and controls logic. A training course can be scheduled for any FANUC robot you have either at the Matrix facility in Bartlett or at your location. Matrix can also arrange for you to receive a discounted rate for training at a FANUC facility. Contact us for additional information.

## 3. Can you provide preventative maintenance on a non-FANUC robot, or a robot not purchased from Matrix?

Because Matrix's Service team consists of Applications Engineers, Controls Engineers and Robot Technicians with experience ranging from two years to over twenty, our technicians are able to service a wide variety of robots. Where your system was purchased does not factor into the level of support you will receive. Our Service Technicians can train your maintenance team to perform routine robot maintenance without external service assistance.

## 4. What if I have an emergency?

We understand the urgency of a down robot. A Matrix Service Technician can be dispatched to your facility within 24 hours by contacting us using our 24-hour hotline 1-833-3MATRIX (362-8449).



## Contact Us

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For additional questions or emergency service, please call

**1-833-3MATRIX**  
**(362-8749)**

☎ 847.841.8260

✉ [service@matrixdesignllc.com](mailto:service@matrixdesignllc.com)

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Preventative Maintenance **Plus**™

## Service

### The Matrix Advantage

At Matrix, our Service Team does more than just install, service and repair robots. We help keep your automation cell running for years to come.

Service Provisions	Others	Matrix
Service Robots	✓	✓
Quality Audit		✓
Safety Audit		✓
Productivity Audit		✓
Assist in Moving Automation		✓
Optimize Automation		✓

### Training

We offer personalized, hands-on, on-site training for your robotic system. Consider additional training for your operators, electricians and maintenance technicians. Training topics could include standard operation procedures, vision applications, pendant usage, troubleshooting and other application specific needs.

### Preventative Maintenance

Scheduled preventative maintenance is key to productivity and longevity, preventing catastrophic failures that may occur otherwise. A well-maintained robotic system will maximize your investment and minimize production downtime.

Some of our Services:

- Greasing and Lubrication
- End Effector Inspection and Part Replacement
- Component Inspection and Replacement
- System Backup, Encoder and Memory Battery Replacement

## The 12-steps of Preventative Maintenance Plus™

- 1 Create and analyze file and image backups
- 2 Verify schematics are present and current
- 3 Inspect end-of-arm tool condition
- 4 Inspect tool energy chain cables and wires
- 5 Verify DCS checks are active
- 6 Verify safety and circuits are operational and safe
- 7 Check and note collision detects on each joint
- 8 Review prior maintenance records
- 9 Replace encoder battery yearly and controller battery every 3 years
- 10 Check, clean, or replace reducer grease/lube
- 11 Check, clean, or replace fan
- 12 Send backups for offsite storage at Matrix



## About Us

### Personnel

Many of our Service Technicians have achieved the Master Service Engineer distinction from FANUC. The entire Service Team is well versed in multiple fields and strives to provide customers with outstanding service.



### Certified FANUC Service Integrator & Certified FANUC Vision Specialist

This Level 4 certification acknowledges that the Matrix Service Team has achieved a mastery of FANUC robot operations, programming, troubleshooting, maintenance and repairs. It also acknowledges that Matrix has met FANUC's requirement for the use of their vision systems in several jobs, and verifies Matrix's ability to research and develop vision solutions in-house.



The Robotics Industry Association (RIA) Certified Robot Integrator (CRI) program has certified Matrix Design for completing an on-site audit, safety training and hands-on testing of key personnel. This guarantees that our company follows best practices in the robotics industry and are experts in our field.