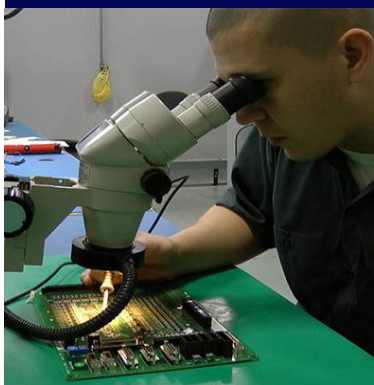


The best partner at your production site in the USA

Mitsubishi Electric provides full support of your global business.



01 Reliable Support and Services

We support Japanese manufactures in the USA with our dependable service programs .

Service Network

We support your production sites by our service network in the USA.

Sales and Support Bases in the USA

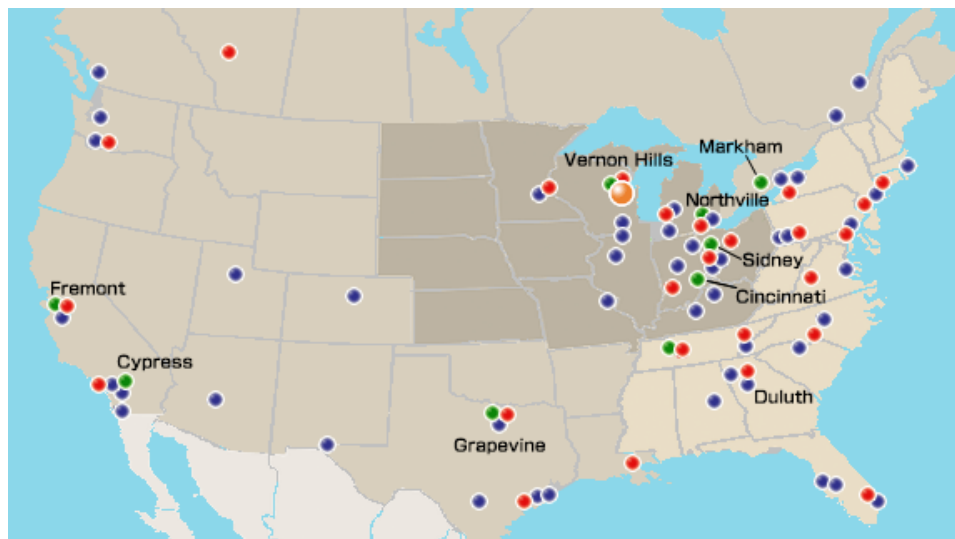
Sales Office / FA Center (Chicago)



MITSUBISHI ELECTRIC AUTOMATION, INC.

500 Corporate Woods Parkway, Vernon Hills, IL 60061, U.S.A

- TEL 1-847-478-2100(Main)
- FAX 1-847-478-2253
- Language Japanese/English/Spanish
- HP <https://us.mitsubishielectric.com/fa/en>
- Products PLC, HMI, SV, INV, RB, LVS, MC, CNC
- Service Area Americas except Brazil



● FA Center : 1(Chicago)

● Sales Office : 9 (Chicago , Ohio(2) , Michigan, Georgia,
California(2), Texas , Ontario(Canada)

● **Service Area** : 25

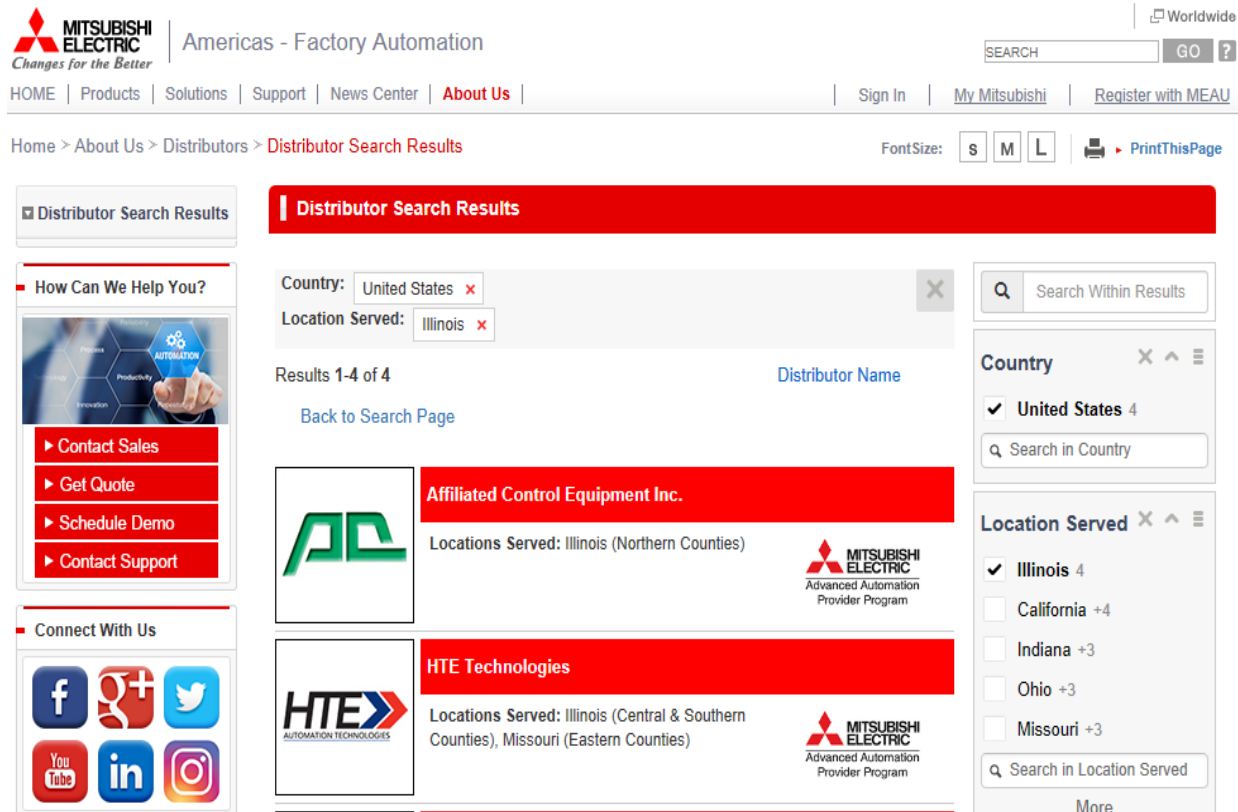
● Distributors : 28, 47 bases

01 Reliable Support & Services

Service Network

Distributors in the USA for FA

You can search for our authorized distributor depending on location & models on MITSUBISHI ELECTRIC AUTOMATION.INC's website.



MITSUBISHI ELECTRIC | Americas - Factory Automation
Changes for the Better

HOME | Products | Solutions | Support | News Center | **About Us** | Sign In | My Mitsubishi | Register with MEAU

Home > About Us > Distributors > **Distributor Search Results**

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Distributor Search Results

Country:  

Location Served: 

Results 1-4 of 4 [Distributor Name](#)

[Back to Search Page](#)

How Can We Help You?

- [Contact Sales](#)
- [Get Quote](#)
- [Schedule Demo](#)
- [Contact Support](#)

Connect With Us

- [Facebook](#)
- [Google+](#)
- [Twitter](#)
- [YouTube](#)
- [LinkedIn](#)
- [Instagram](#)

Affiliated Control Equipment Inc.

Locations Served: Illinois (Northern Counties)

HTE Technologies

Locations Served: Illinois (Central & Southern Counties), Missouri (Eastern Counties)

Search Within Results

Country  

☒ **United States** 4

Location Served  

☒ **Illinois** 4

☐ California +4

☐ Indiana +3

☐ Ohio +3

☐ Missouri +3

[More](#)

< MITSUBISHI ELECTRIC AUTOMATION. INC. HP >
<https://us.mitsubishielectric.com/fa/en/about-us/distributors>

01 Reliable Support & Services

CALL CENTER

Customers can directly consult with our engineers in English.

We respond to your FA•CNC questions in the call center. Please feel free to contact us for local staffs.



- Language English
- Time Mon—Fri 8:00 AM—6:00 PM (CST)
- TEL +1-800-950-7781
- Products FA Products(PLC•HMI•Inverter•Servo•Robot•LVS)
CNC



01 Reliable Support & Services

Reliable Repair Service System

We offer quick repair service of FA•CNC products in the USA.

We repair more than 7,500 units annually.

We enhance our repair service system to provide speedy service in the USA.



【North-America FA Center】

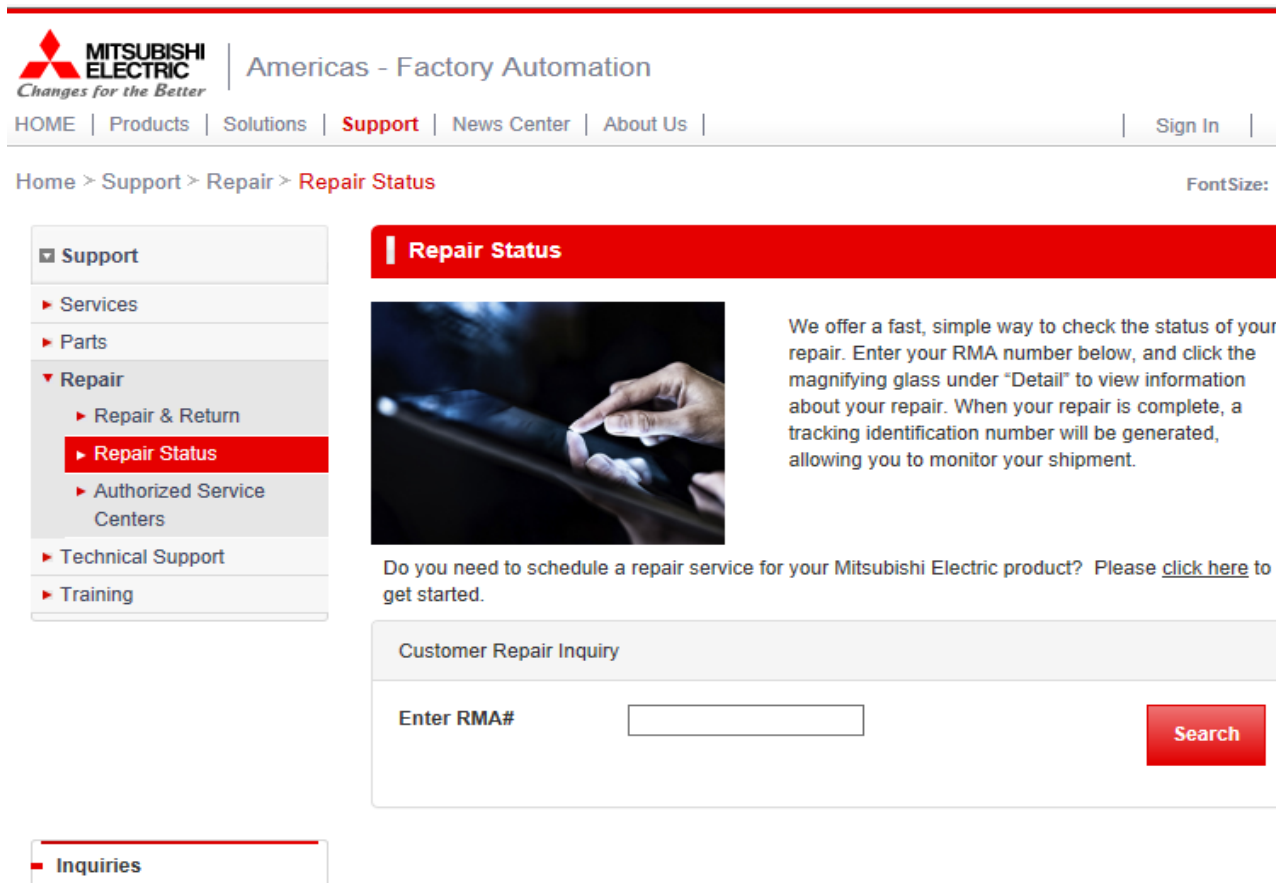
■ FA•CNC products available for after-sales service

PLC, HMI, Servo (Amplifier/Motor), Inverter, Robot, Power Distribution Control Products (Breaker/Electromagnetic Switches), CNC, etc.

01 Reliable Support & Services

Reliable Repair Service System

Customers can check repair status on website.



The screenshot displays the Mitsubishi Electric Americas - Factory Automation website. The header includes the company logo and navigation links: HOME, Products, Solutions, Support (highlighted), News Center, and About Us. A secondary navigation bar shows the breadcrumb trail: Home > Support > Repair > Repair Status. On the left, a sidebar menu lists various support options, with 'Repair Status' highlighted under the 'Repair' category. The main content area features a red 'Repair Status' header, an image of a hand using a magnifying glass over a smartphone, and a text block explaining the repair status checking process. Below this is a 'Customer Repair Inquiry' form with a text input field for 'Enter RMA#' and a red 'Search' button. At the bottom left, there is a link for 'Inquiries'.

MITSUBISHI ELECTRIC
Changes for the Better | Americas - Factory Automation

HOME | Products | Solutions | **Support** | News Center | About Us | Sign In | 

Home > Support > Repair > **Repair Status** FontSize: 

☒ **Support**

- ▶ Services
- ▶ Parts
- ▼ **Repair**
 - ▶ Repair & Return
 - ▶ **Repair Status**
 - ▶ Authorized Service Centers
- ▶ Technical Support
- ▶ Training

Repair Status



We offer a fast, simple way to check the status of your repair. Enter your RMA number below, and click the magnifying glass under "Detail" to view information about your repair. When your repair is complete, a tracking identification number will be generated, allowing you to monitor your shipment.

Do you need to schedule a repair service for your Mitsubishi Electric product? Please [click here](#) to get started.

Customer Repair Inquiry

Enter RMA#

Search

Inquiries

<MITSUBISHI ELECTRIC AUTOMATION. INC. HP>

<https://us.mitsubishielectric.com/fa/en/support/repair/repair-status>

01 Reliable Support & Services

Emergency shipment service

Even if Non-business hours and weekends , we will ship the FA・CNC products urgently . (Weekday: Mid-west area PM 6:00–)

<emergency telephone number> FA: +1-888-701-7999

CNC: +1-847-478-2504



Americas - Factory Automation

[HOME](#) | [Products](#) | [Solutions](#) | [Support](#) | [News Center](#) | [About Us](#) |

[Sign In](#) | [My M](#)

[Home](#) > [Support](#) > [Technical Support](#) > [Telephone Support](#) > [Industrial Automation](#)

FontSize: S

☐ Telephone Support

▶ CNC Systems

▶ **Industrial Automation**

▶ Industrial Sewing Equipment

▶ Robots

Industrial Automation



Local Support:

For Industrial Automation technical support inside North or South America, please call toll free **1-800-950-7781** hours of operation are from 8AM to 6PM CST Monday through Friday (except US holidays). **Note:** Technical assistance only, we are not involved with pricing or stock checks.

Emergency After Hours Parts Shipment:

Call toll free **1-888-701-7999** after 6:00 PM Central Time (CST) and weekends. **Note:** (P.O. required. Fulfillment fee applies.)

<MITSUBISHI ELECTRIC AUTOMATION, INC. ホームページ>

<https://us.mitsubishielectric.com/fa/en/support/technical-support/telephone-support/industrial-automation>

01 Reliable Support & Services

Local Staff Training

We assist to improve technical skills of your local staff and engineers.

1. Training Classes

We hold training in USA. A variety of actual products is used to implement training sessions from basic operations to advanced programming in English.

Customers can reserve training class through our website.



01 Reliable Support & Services

Local Staff Training

【Training Class(e.g.)】

Product	Class	Period
PLC	iQ-R PLC	4 days
	Q PLC	1-3 days
HMI	GOT	1-3 days
Inverter	Inverter	1-5 days
Positioning	Positioning	1-2 days
Motion	Motion	4 days
	Simple motion(J3/J4)	1 day
Robot	Robot	1-3 days
CNC	NC	1-3 days

【Reservation screen(e.g.)】

Training Calendar

Search Criteria

Enter Search Criteria

Category

All Scheduled Classes

Location

All Locations

View/Search Events

Month	Date	Time	Location	Upcoming Event
February	2/28/2017 - 3/2/2017	8:30 AM - 4:30 PM Eastern Time (US & Canada)	Gibson Engineering - Norwood, MA	GOT2000 & GT Works3 Spaces Remaining: 3 Learn More
	2/28/2017	8:30 AM - 4:30 PM Eastern Time (US & Canada)	Allied Automation - Indianapolis, IN	PLC Basics (GX Works2) Event is Full: Accepting Wait List Registrations Join Wait List
March	3/1/2017 - 3/3/2017	8:30 AM - 4:30 PM Eastern Time (US & Canada)	Allied Automation - Indianapolis, IN	GX Works2 Programming Event is Full: Accepting Wait List Registrations Join Wait List
	3/7/2017 - 3/9/2017	8:30 AM - 5:00 PM Central Time (US & Canada)	Mitsubishi Electric - Vernon Hills, IL	CNC PLC Troubleshooting Spaces Remaining: 6 Learn More

< MITSUBISHI ELECTRIC AUTOMATION, INC. HP >

<https://us.mitsubishielectric.com/fa/en/Support/Training/Calendars/Training%20Calendar>

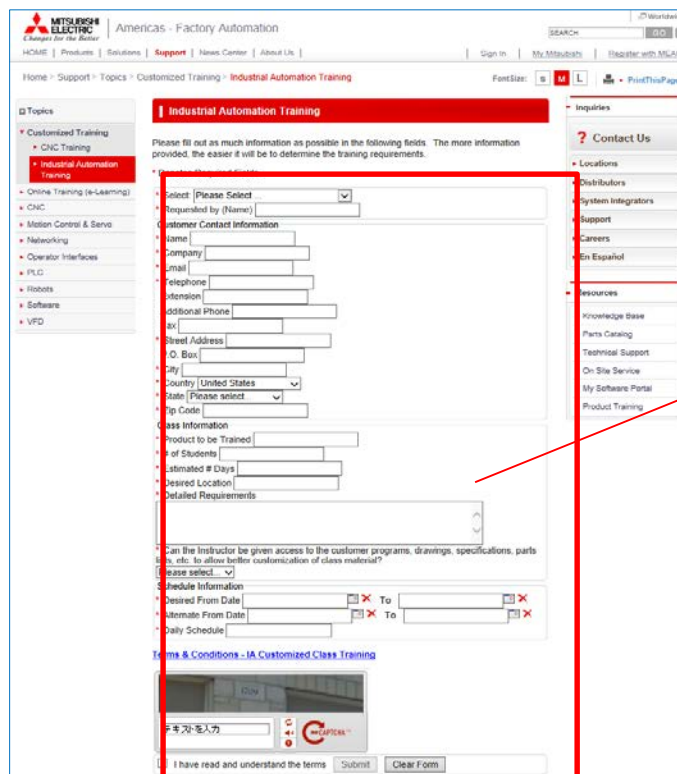
01 Reliable Support & Services

Local Staff Training

2. Customized training

We offer customized training and on-site tutoring upon request.

After filling out your requested training program, place, date and the number of participants on the registration form in the website, MITSUBISHI ELECTRIC AUTOMATION. INC. will contact you.



Fill out

- Training program
- Place
- Date
- Number of participants etc.

<MITSUBISHI ELECTRIC AUTOMATION. INC. ホームページ>

<https://us.mitsubishielectric.com/fa/en/support/training/topics/customized-training/industrial-automation-training>

01 Reliable Support & Services

FA Support & Service

Technical Help Desk also available in Japanese

Customers can freely consult with Mitsubishi Electric FA Centers about technical matters in English and in Japanese.

Please feel free to contact us.

■ Service Contents in FA Center

- Technical Support(English/Japanese)
- Local Staff Training
- Field Survey
- Repair
- Show room

■ Your Contacts

▪ MITSUBISHI ELECTRIC AUTOMATION. INC.

【FA Center】

<Drive products>

Kimura (Phone: 847-478-2334)

<Controllers>

Takeshita (Phone: 847-478-2469)

(Email: MEAU-FACenter@meau.com)

<English>

+1-800-950-7781 Weekdays 8:00AM—6:00PM(CST)



01 Reliable Support & Services

CNC Support & Service

CNC Professional Support & Service

Service specialists provide support & service
for CNC products installed in processing machine tools .

■ Before sales support (before installation)

- Technical consultation
- Training School
- Adjust the optimize product
- Improve processing precision

■ After sales support (after installation)

- On-site service, Maintenance parts sales, Repair, Additional option
- Technical support service phone/email (After-hours Tech support)
- Extended maintenance contract / preventive maintenance
- Retrofit /Replacement

■ Online Service

- Cloud CNC®, CloudRobot™ Data Back Up
- Online Parts Catalog

■ Your Contacts

MITSUBISHI ELECTRIC AUTOMATION, INC. Technical Service and Support Department

- Chicago Head Office (English) TEL: +1-847-478-2500 E-mail: service@meau.com
- Chicago Head Office (Japanese) TEL: +1-847-478-2243 E-mail: TID@meau.com



01 Reliable Support & Services

CNC Support & Service

■ NC / Machine tool spindles / Servo Tuning

According to requests, we maintenance

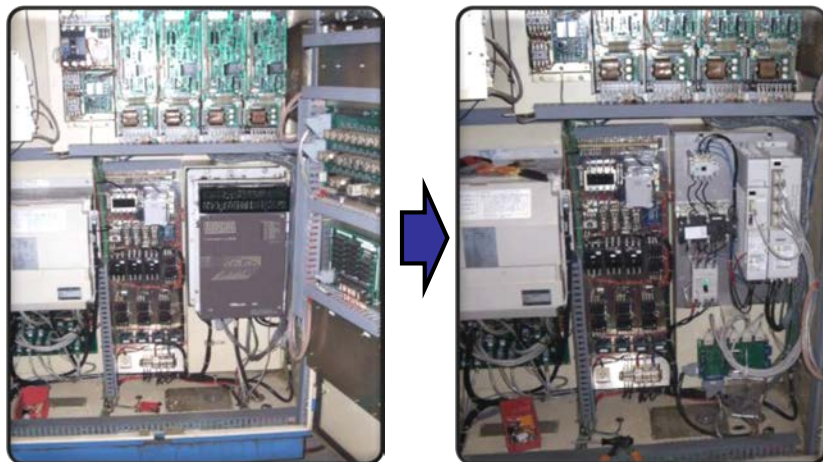
- Precision improvement
- Cycle time reduction
- Vibration during machining, Removing noise



Running the **SMARTEST** Machines in the World

■ Retrofit / Replacement

Renewal case (Servo Amplifier)

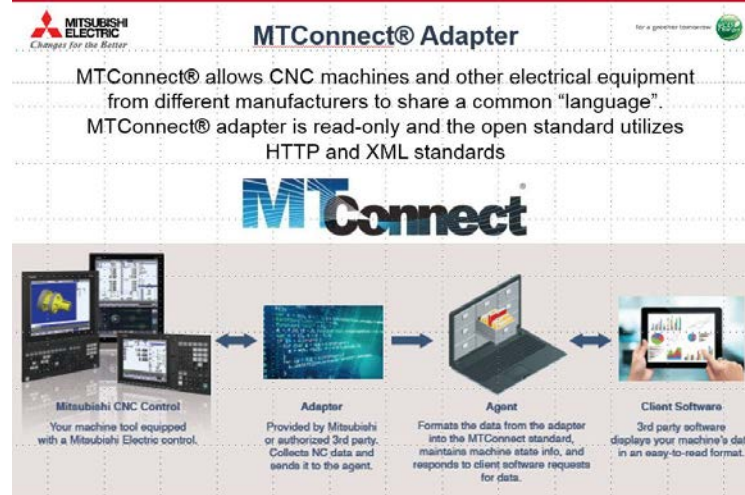


For CNC Support & Service details, please refer to the URL link below.

<https://us.mitsubishielectric.com/fa/en/support>

■ MTConnect® Adapter

In CNC data collection ahead of the IoT era, please try to use our MTConnect® Adapter.



■ CloudCNC® & CloudRobot™ Data backup

In preparation for your emergency situation, we keep all backup data necessary for recovery in our server.

You can download data from web page 24 hours a day 365 days.



01 Reliable Support & Services

Overseas Tech Support Tools

e-Learning

e-Learning allows you to study with self-paced, interactive, and engaging online training available anytime, anywhere. (English)

We clearly explain programming with videos and charts.

Make the best use of this material for skills training of your local staff members.

Language	course	
English	Beginning Series	9 course s
	Basic - Advanced	PLC 2 3 course s
		HM I 1 course s
		Inverter 6 course s
		Servo 8 courses
		Robot 2 courses
		Power Distribution Control Products 2 courses

1.5.4 Power supply module selection

The consumption current can automatically be calculated using two different methods:

- MELSEC iQ-R Series "Model Selection System"
- Via the programming software "GX Works3"

Confirming the power supply consumption using GX Works3



Confirming the power supply consumption using the Model Selection System



Please note, the Model Selection System can be obtained from your local Mitsubishi Electric or sales representative.

Satellite Training Series

We arrange Satellite Training Series that you can learn the FA products basics of electricity, wiring, and PLC with watching DVD instruction. It will help you to improve skill of local staff members.

【Available Languages】 Japanese / English / Chinese / Thai / Vietnamese / Indonesian

【Bundled items】

<Part1> Electricity, Wiring, PLC Basic DVD Training/Training Kit/Textbook(each language)/GX Works2

<Part2> Inverter Basic DVD Training/ Textbook(each language)



02 Extensive Business Assistance

Overseas Tech Support Tools

■ FA term dictionary

The FA term dictionary contains over 4,000 practical terms that will help you to communicate with local staff members at design sites and production sites in Japanese and English.

Please utilize it during business trips to overseas and overseas assignment.

【 Available Languages 】

Japanese/English/Chinese (Simplified Chinese/Traditional

Chinese)/Korean/Thai/Indonesian/Vietnamese/Spanish

(Castellano/Latin America Spanish)/Portuguese (European Portuguese/

Brazilian Portuguese)/German/Italian/French/Russian/Polish /Czech/Slovak/Hungarian/Turkish

■ FA glossary

Over 750 technical words which are frequently used at design sites of manufacturers are contained in this FA glossary. It will help you to improve skill of local staff members in Japanese and English.

■ FA field glossary

The FA field glossary includes about 250 terms frequently used at production sites. (between Japanese and English) Please make use of it in preparation for overseas business trip and overseas assignment.

■ Collection of phrases used at FA sites

We provide a collection of phrases frequently used at FA sites in each situation (design, production, and maintenance etc.) These are expected to help communication with local staff members in English.



【FA現場フレーズ集】



FA現場フレーズ集
Collection of phrases used at FA sites (English)

日本語→英語
Japanese → English

FA 現場ですぐに使えるフレーズ 138 例について
日本語・英語対訳を収録しております。
This is a collection of 138 phrases commonly used at production sites. The Japanese and English translations are shown side by side.

注意事項
Points to keep in mind

文章構成や状況により、文章や単語の翻訳が異なる可能性があります。
本フレーズ集に収録している文章や単語は参考用とし、ご利用の際は
ご注意ください。
Sentences or words may be translated differently, depending on the sentence
structure and the situation.
The sentences and words compiled in this collection should be used as a
reference. Please be careful when actually putting them to use.

FA現場フレーズ集 (英語) Collection of Phrases Used at FA Sites (English)		
場面 Scene	日本語 Japanese	英語 English
保守編 Maintenance	senzor no shosiki ga warai you desu センサーの調子が悪いようです。	It seems that the sensor is not working properly.
	atareishi jig o douyaku shimasu 新しい治具を導入します。	A new jig will be installed.
	shenri o omukya ni okosatte kudasai 修理を早急に行ってください。	Please repair immediately.
	toki jikan imai ni sai kadosu nasete kudasai 1時間以内に再起動させて下さい。	Please resume operation within an hour.
検査編 Investigation	hinshitsu choku no hoshu o setsumei shimasu 品質チェックの方法を説明します。	I will explain the quality control procedure.
	teki koso no hoshu ga machigatte imasu 定期検査の方法が間違っています。	The method used for periodic investigations is not correct.
	hinshitsu choku ga wasurete imasu 品質チェックが漏れています。	Quality checks have been omitted.
	zenbu choku shite kudasai 全数チェックして下さい。	Please check all of them.

02 Extensive Business Assistance

Machine makers

We can introduce local machine makers, panel builders, and engineering companies in the USA, according to requests, who can meet your needs.

■ Local machine makers, Panel builders

With our network, we can introduce you to local machine makers, panel builders, engineering companies, and system integrators.

When starting a new business or expanding local business, please feel free to contact us.



■ Your Contacts

<USA>

MITSUBISHI ELECTRIC AUTOMATION, INC.

Nobuyoshi Kimura TEL: +1-847-478-2334 E-mail: MEAU-FACenter@meau.com

<Japan>

Mitsubishi Electric Corporation Industrial Products Marketing Division

Asian Business Development Department

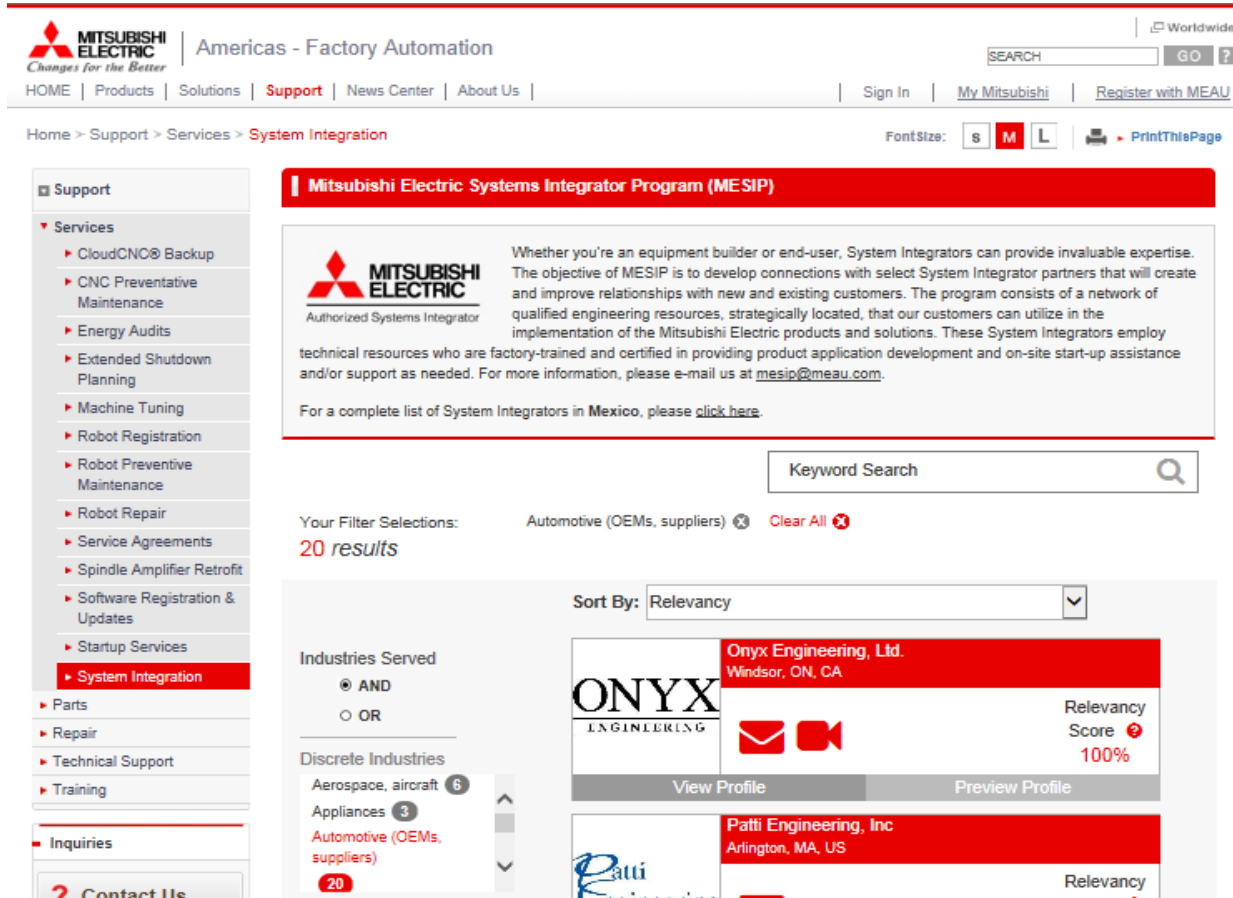
TEL: 81-(0)3-3218-6284 (Office)

02 Extensive Business Assistance

Machine makers

Web Search

Customers can search the best system integrator according to the requested location and business type on MITSUBISHI ELECTRIC AUTOMATION. INC. website.



Mitsubishi Electric Systems Integrator Program (MESIP)

Whether you're an equipment builder or end-user, System Integrators can provide invaluable expertise. The objective of MESIP is to develop connections with select System Integrator partners that will create and improve relationships with new and existing customers. The program consists of a network of qualified engineering resources, strategically located, that our customers can utilize in the implementation of the Mitsubishi Electric products and solutions. These System Integrators employ technical resources who are factory-trained and certified in providing product application development and on-site start-up assistance and/or support as needed. For more information, please e-mail us at mesip@meau.com.

For a complete list of System Integrators in Mexico, please [click here](#).

Keyword Search

Your Filter Selections: Automotive (OEMs, suppliers) Clear All

20 results

Sort By: Relevancy

Industries Served

AND
OR

Discrete Industries

Aerospace, aircraft 6
Appliances 3
Automotive (OEMs, suppliers) 20

Onyx Engineering, Ltd.
Windsor, ON, CA
Relevancy Score 100%
View Profile Preview Profile

Patti Engineering, Inc.
Arlington, MA, US
Relevancy

<MITSUBISHI ELECTRIC AUTOMATION. INC. HP>

<https://us.mitsubishielectric.com/fa/en/support/services/system-integration>

02 Extensive Business Assistance

Productivity improvement

We offer productivity improvement ideas by visualizing the production site.

■ e-F@ctory

There are various issues that need to be solved in the production site, such as "how to cope with multiproduct variable quantity production", improving operation rate through preventive maintenance", "improving quality by applying tendency management", "implementing traceability", etc.

e-F@ctory is a management improvement concept from the production site.

It supports advanced manufacturing, TCO reduction of the company and enhance corporate value by utilizing flexible manufacturing through "human, machine and IT coordination" and the production site to reduce total cost through the entire supply chain and engineering chain.

<Benefits by introducing e-F@ctory>

Adaptation to changes of demand

Improvement of occupancy rate

Reduction of downtime

Quality improvement

Productivity improvement

Reduction of lead time

Cost reduction

Energy saving



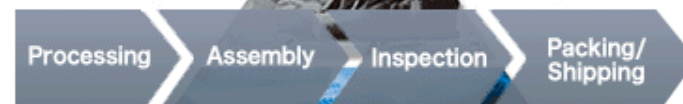
Supply chain



Engineering chain



IT system



FA-IT Information Interface



02 Extensive Support of your Business

A wide range of solution

Providing total solution as an integrated FA manufacturer.

■ Mitsubishi – FA products

Controllers (PLC/HMI), Drive Controllers (Inverters/Servos), Robots, Power Distribution Controllers (Breaker, Electromagnetic Switches), CNC etc



■ Sensor Solution

There are many kinds of sensors that have a lot of functions.

Do you spend too much time and costs for controlling sensor setup, starting up and maintaining system?

By cooperation with each manufacturer partner, we easily provide to start up and maintain system with One Tool.

We offer “iQ Sensor Solution”, reducing your Total Cost of Ownership by combination Sensor•PLC•HMI•Engineering environment.



■ Sensor Solution

◆ Integration with Vision System

By cooperation with our partner “COGNEX”, the world-wide leading company of Vision System, we provide vision system for productive equipment.



◆ Integration with Wire-saving System

By cooperation with our partner “Anywire”, the leading manufacturer of sensor network, we provide iQ Sensor Solution (iQSS) including wire-saving system and sensor.



02 Extensive Business Assistance

Robot solution

◆ Productivity improvement and total cost reduction

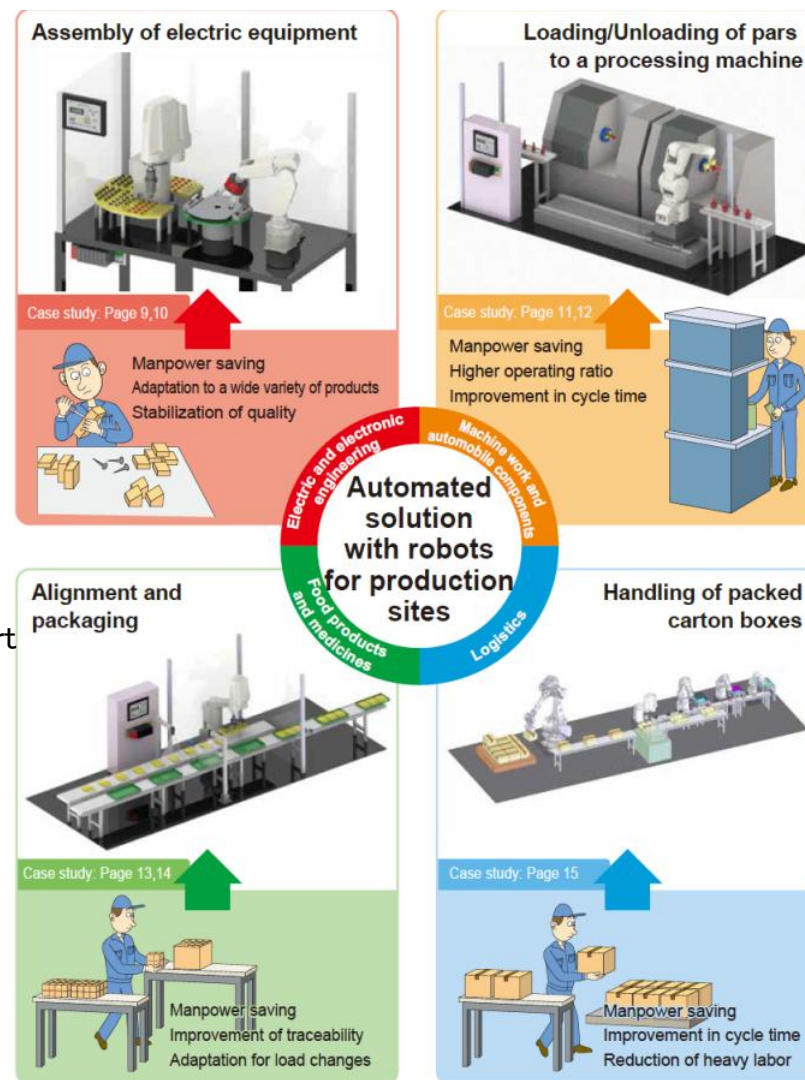
by automating production site robot

Mitsubishi Electric Corporation is a leading maker of factory automation systems, and has abundant experience in various areas including automobile parts, electronic and electric components, liquid crystal displays, semiconductors, food products, medicines, cosmetic products, potteries, education and research.

We offers the best of its kind intelligent solution with highly rigid arms which enable high-speed and high-precision operations, to support factories, to arrange optimization and to be one step ahead of other manufactures.

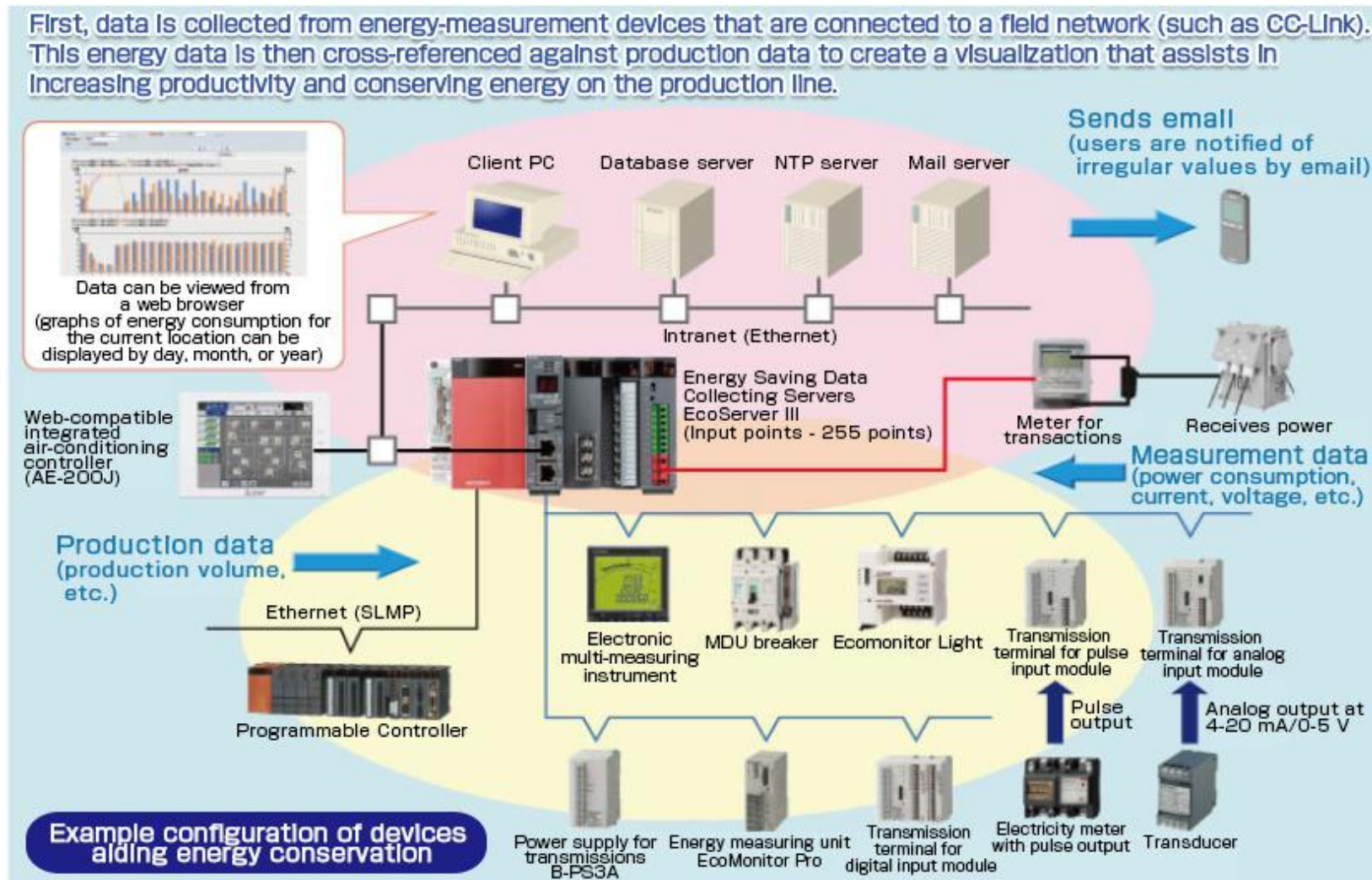
◆ Offer s the best system by cooperating with our partners

Based on extensive experience in system construction, Mitsubishi Electric Corporation will support the introduction of optimal automation system in each field.



■ Proposal for an energy-conservation solution

This proposal is for a way of aiding energy conservation through the visual management of energy.



■ Other solution

◆ Logging

It is necessary for logging productive data to Improve productivity and quality.

We offer variety of logging products with advanced function.

From high speed data collection to creating ledger sheets High speed data logger unit MELSEC Q series 	Quick look at logging data GOT 2000 GOT2000 	Easy data collection by Excel® MX Sheet MELSOFT 	Data confirming and Efficiency GX LogViewer MELSOFT 			
Easy logging facility data without PC BOX Data Logger 	Data collection by CPU Unit <table border="1"> <tbody> <tr> <td data-bbox="803 978 1103 1260"> MELSEC-Q Series Universal Model High speed CPU Unit Universal Model Process CPU Unit MELSEC Q series  </td> <td data-bbox="1122 978 1392 1260"> MELSEC-L Series CPU Unit  MELSEC L series </td> <td data-bbox="1412 978 1653 1260"> CF Card adaptor  FX </td> </tr> </tbody> </table>			MELSEC-Q Series Universal Model High speed CPU Unit Universal Model Process CPU Unit MELSEC Q series 	MELSEC-L Series CPU Unit  MELSEC L series	CF Card adaptor  FX
MELSEC-Q Series Universal Model High speed CPU Unit Universal Model Process CPU Unit MELSEC Q series 	MELSEC-L Series CPU Unit  MELSEC L series	CF Card adaptor  FX				

■ Other solution

◆ Maintenance (Preventive maintenance/Breakdown maintenance)

Trouble of machines lead to decline of capacity utilization and quality.

We offer products and systems to prevent some machines trouble in advance, and support early recovery after trouble.

● Preventive maintenance



MESEC-Q Series
Energy measuring module

Pilot current/alarm function



Eco Monitor Light

Measurement time function



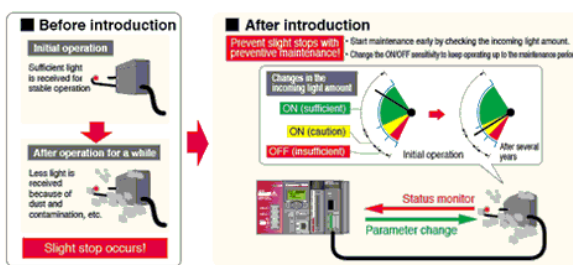
AC Servo

Machine diagnosis function



Inverter

Lifetime diagnosis function



AnyWire AS Link

Parametric detection function

● Breakdown maintenance



High speed data logger

Trigger logging function



GOT

Back-up/Restore function

One touch program jump function

Alarm function

■ Other solution

◆ Remote solution

We offer optimal remote solution by Internet, regardless of the overseas and domestic bases location.



◆ Pokayoke saving wiring system

There are big problems about picking up different parts during assembling variety of parts.

We offer Pokayoke system with low cost, free placement, and easy wiring work by cooperation with our partner "Anywire".



◆ Andon system

We offer Andon display which shows production results, operating status, and alarm of machines with Soft GOT.

03 Migration Support

We develop products based on the concept “ evolution and succession ” and provide full support of equipment upgrading.

Automation Products upgrading

Upgrading your automation products will solve your problems in factories.

■ Proposal for upgrading of your FA equipment and systems

- We suggest upgrading which enables “Safety operation”, “Life cycle extension of equipment”, “Preventive maintenance”, “Improvement of productivity and quality” and “Traceability” of your current equipment.
- With know-how accumulated over the years, we provide support to customers in upgrading their equipment. We also offer a variety of upgrading catalogues, collections of application examples, and replacement software for each FA product.



03 Migration Support

Migrating Support Products

We offer a large selection of migrating support tools.

Products of Mitsubishi Electric System & Service Co., Ltd.



**A0J2
Migration Tool**

Support PLC migrating from
A0J2(H) to Q series.



**AC Servo
Migration Tool**

Support migrating from MR-H□A series
to MR-J3 series, and from MR-J□A
series to MR-J3 series,
and from MR-J2S□A series to MR-J4-
□A series.

Products of Mitsubishi Electric Engineering Co., Ltd.



**A series
Migration Tool**

Support PLC migrating from
A series to Q series.



**AnS series
Migration Tool**

Support PLC migrating from
AnS series to Q series.

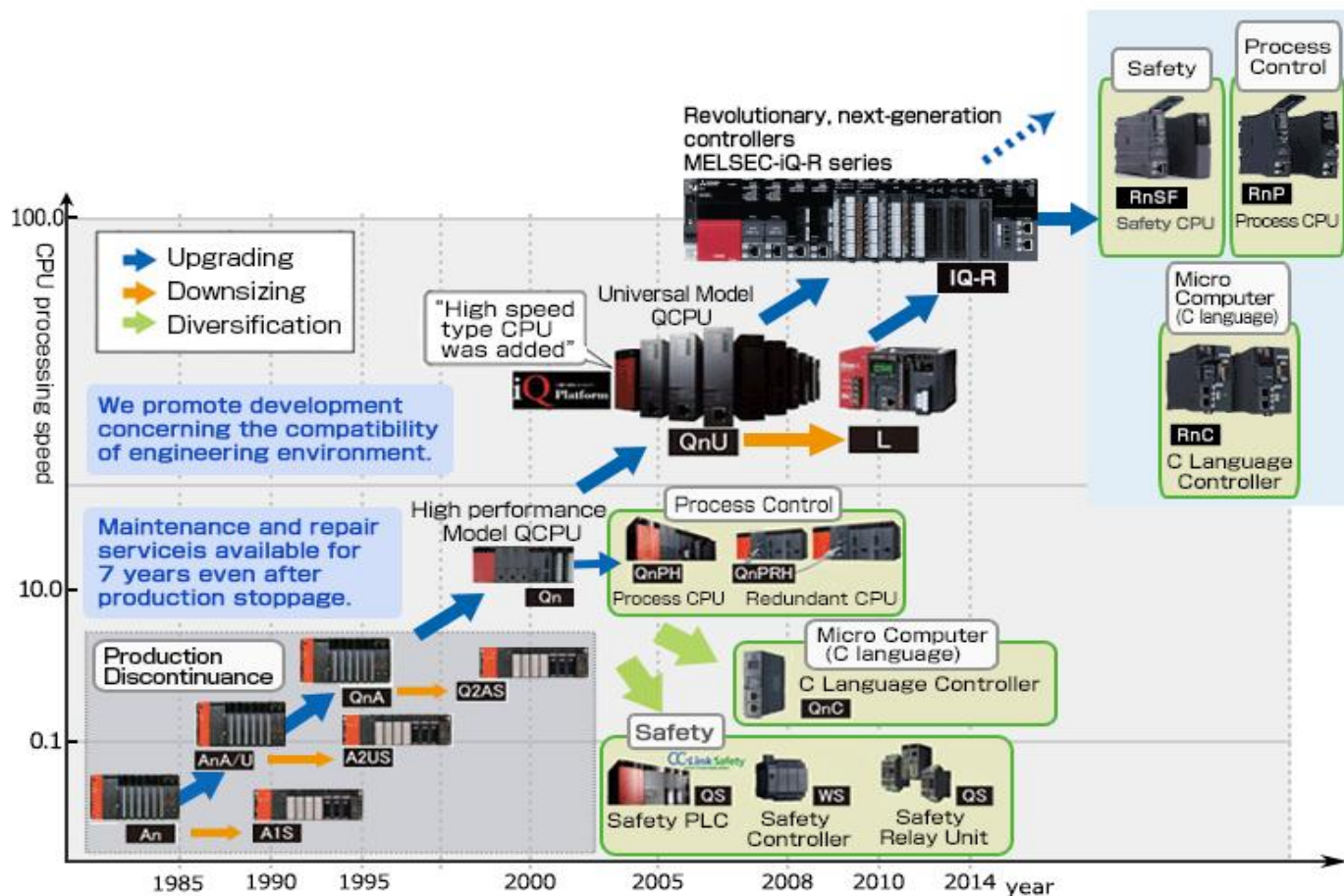
* We offer help when migrating FA equipment upon customers request. Please contact us for more details.

03 Migration Support

“Evolution and Succession”

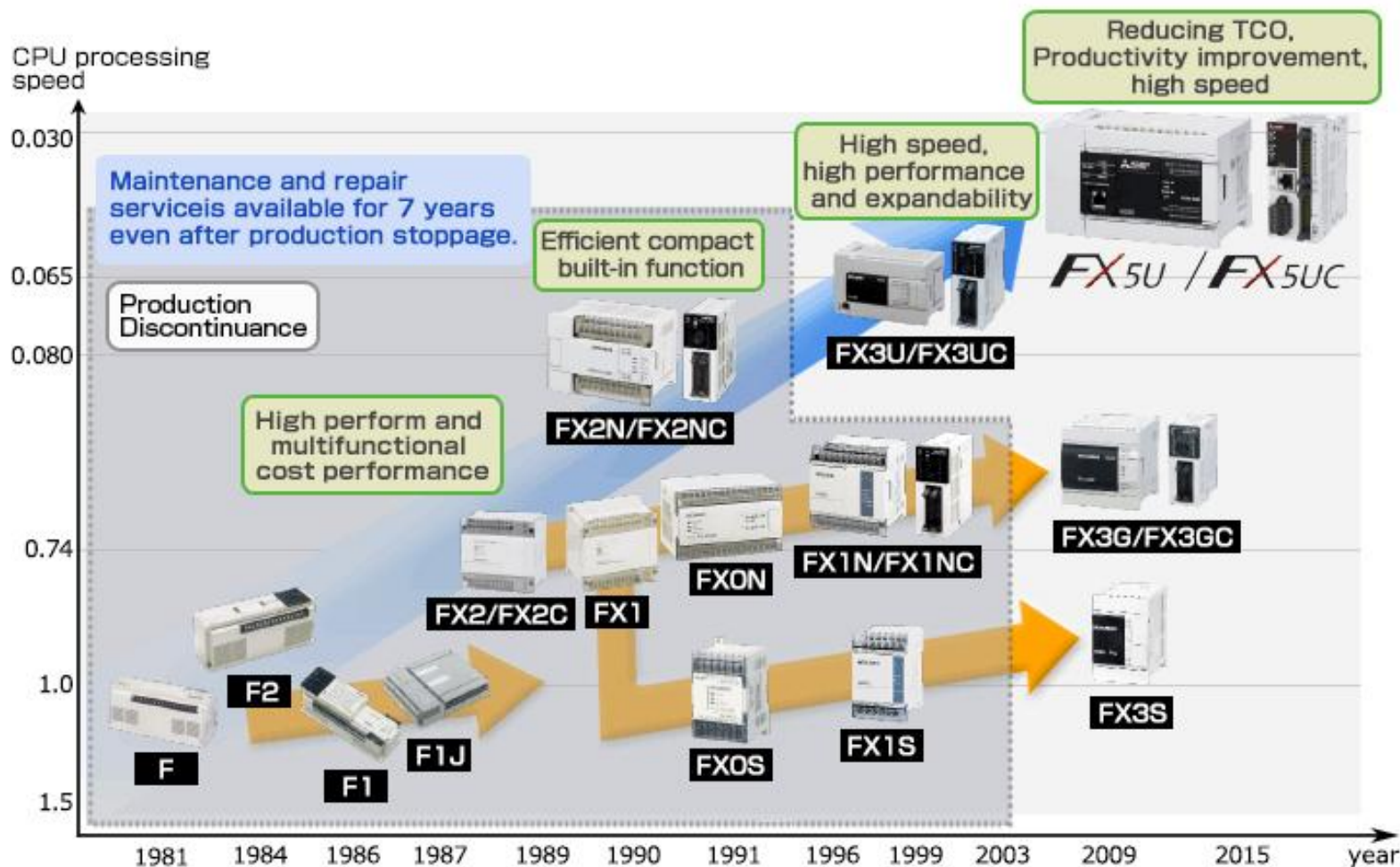
We continue developing products with “Evolution and Succession” in mind.

■ “Evolution and Succession” in Mitsubishi PLC transition.



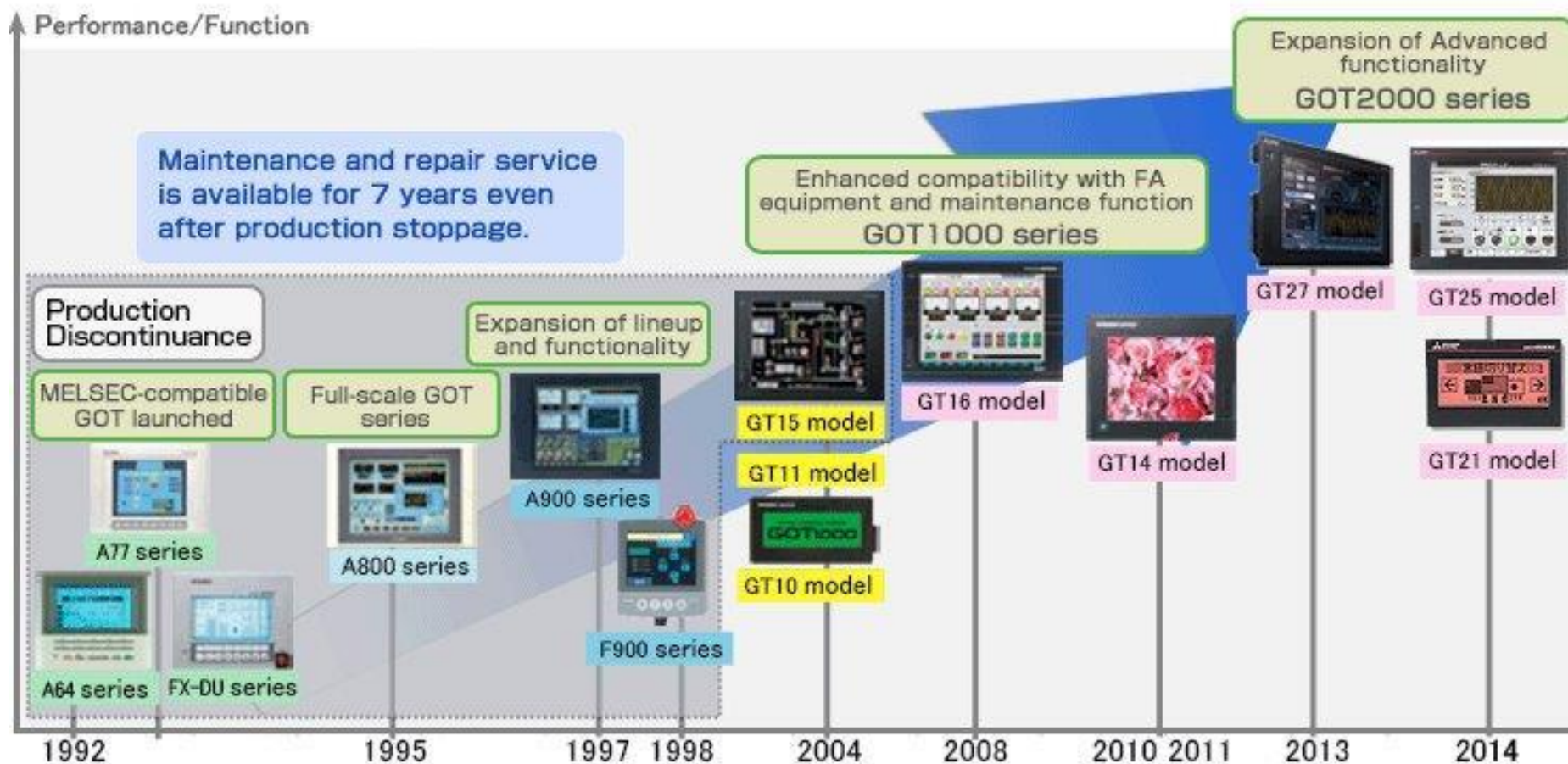
04 Evolution and Succession

■ "Evolution and Succession" in Mitsubishi PLC FX series transition.



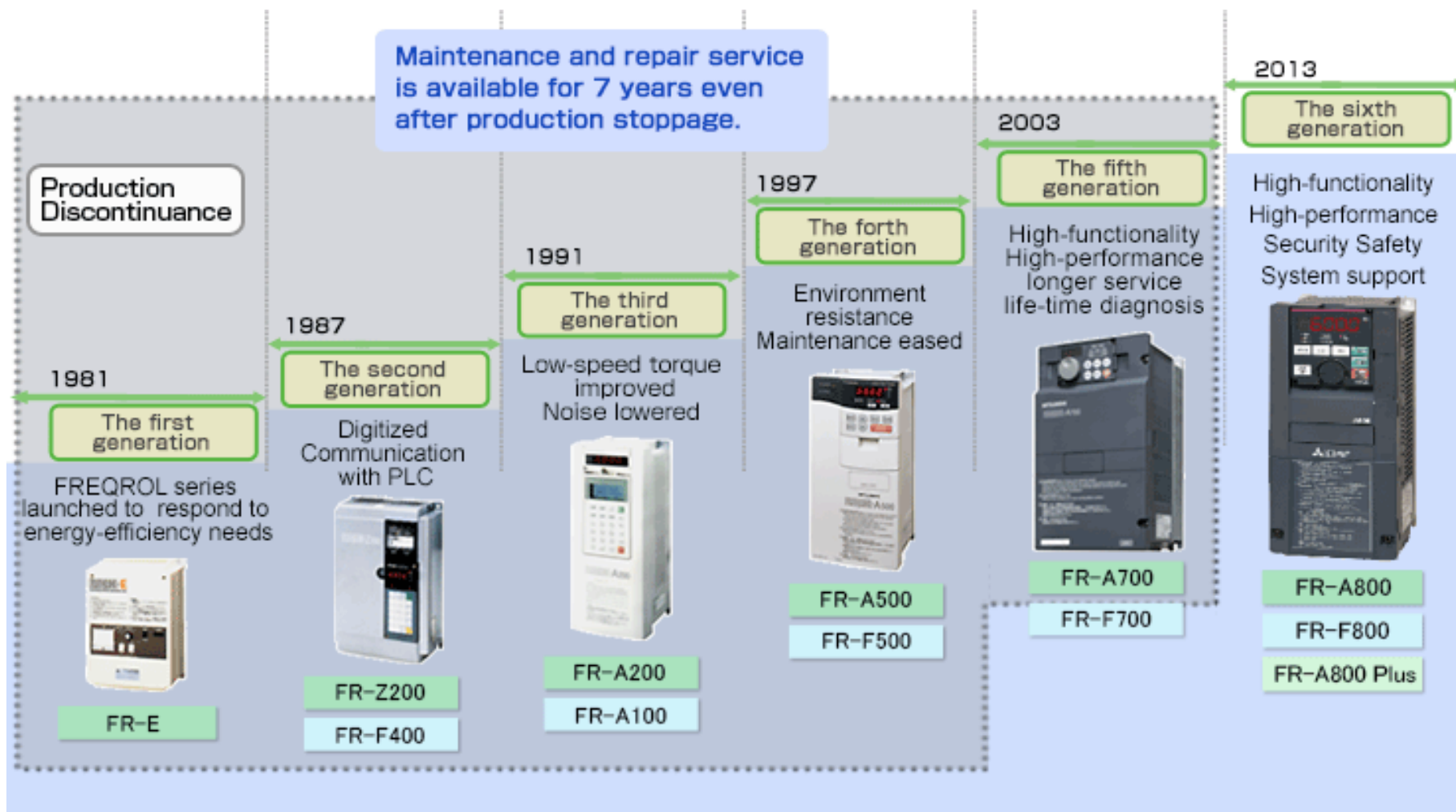
04 Evolution and Succession

■ "Evolution and Succession" of Mitsubishi HMI (GOT).



04 Evolution and Succession

■ "Evolution and Succession" of Mitsubishi inverters.



04 Evolution and Succession

■ "Evolution and Succession" of Mitsubishi servo.

