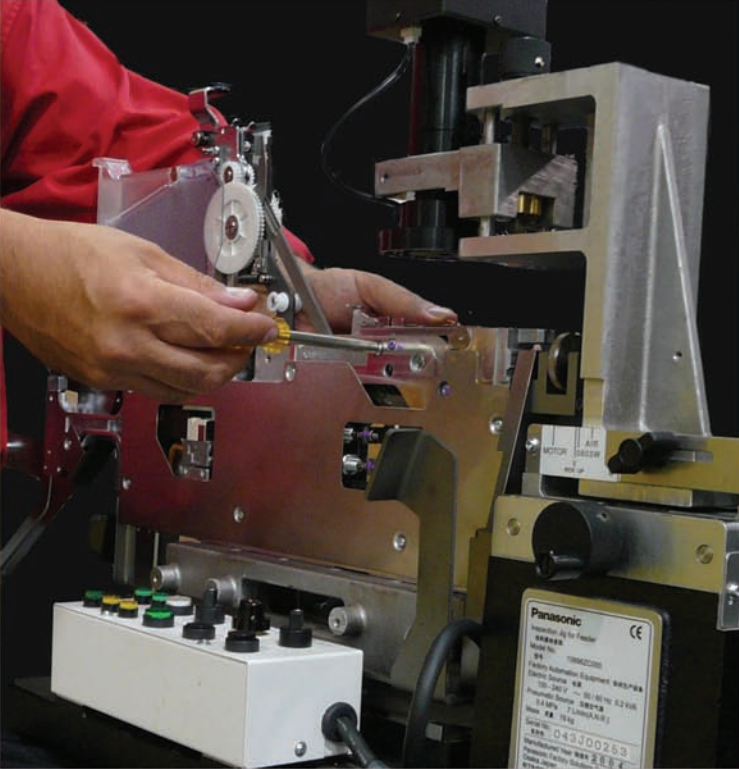


experts in productivity™

Panasonic Factory Solutions Company of America



feeder unit reconditioning solutions

refurbishment
solutions

Component feeder unit reconditioning solutions from Panasonic are ideal for maximizing your productivity.

Feeder units that are less than 100% operational can decrease your throughput and costs—yet when optimized they can deliver the following benefits:

Increased Throughput

- Maximize the ability to utilize the full complement of available feeder unit slots, thereby reducing machine stoppage for parts exhaust
- Readily available feeder units allow off-line setup to reduce changeover time
- Higher pickup rates and reduced cycle time

Reduced Costs

- Decreased scrap costs due to higher pickup rates
- Less rework, less labor costs
- Outsourcing feeder unit maintenance to Panasonic provides a warranty while decreasing internal labor costs
- Eliminates the need to stock feeder unit parts and purchase feeder maintenance devices
- Discounts available for program participants

feeder unit reconditioning solutions

1 Starting the Program

Begin with a call to our refurbishment center and have the following information available:

- Company name
- Point of contact
- Billing address
- Shipping address (contact us for cartons)
- Phone number
- Types and quantities of feeder units needing reconditioning
- Requested time frame (max 3 weeks for 100 feeders)

Panasonic will provide the following information:

- Shipping address
- Date to ship to Panasonic
- Shipping approval/tracking code

2 Relevant Feeder Units

Feeder units for the following machine types are relevant for the reconditioning program:

- MV100/150
- MSH, MSHII
- MPA3, MPAG3
- CM202, CM301
- MVIIC, MVIICA, MVIIF, MVIIV
- MPAV2, MPAV2A/B
- HT/MSR series
- MSF
- CM401, CM402
- DT401
- CM602
- CM101



3 Packing and Inventory List

Please visit panasonicfa.com/feedpacklist/ to download a feeder inventory packing list.

It contains space for information vital to ensuring a timely turnaround and a quality product.

Please complete all relevant fields on the form.

Upon receipt of your shipment, our reconditioning technicians will conduct an inventory and notify you of any questions and/or discrepancies.

5 Packing Feeder Units (continued)

5.4 Feeder Unit Sizing

If larger feeder units are being shipped, follow figure (A).



For smaller feeder units, follow figure (B).



Remove take-up reel covers. Do not ship them with the feeder unit(s). Place a layer of padding under the feeder unit(s).

5.5 Feeder Unit Securing

Install cable ties as shown, leaving space between the nose of the feeder unit and the edge of the shipping carton (or other feeder units) to hold it stationary during shipment.



Figure (A) for packing instructions of larger feeder units



Figure (B) for packing instructions of smaller feeder units



5.6 Feeder Unit Padding

After securing the individual feeder units, place a layer of padding on top of them, then close the box.



7 Turnaround Time

Typical turnaround time for 100 feeder units is three weeks, which includes 3-5 days for both inbound and outbound shipping.

Smaller "RUSH" orders can be returned faster using alternative shipping methods, but must be prearranged with Panasonic.



Feel free to contact us for any special requirements you may have.

8 Non-repairable Feeder Units

All inbound shipments are inspected upon arrival at Panasonic. You will be notified if a feeder unit is considered to be beyond cost-effective repair.

Additional information you will receive:

- Estimated cost to repair
- New feeder unit options
- Reconditioned feeder unit options

All non-repairable feeder units will be returned unless directed otherwise.

9 What is Included in the Program?

The standard feeder unit reconditioning service flat rate fee includes:

- Physical inspection of condition
- Cleaning
- Lubrication
- Calibration

If unexpected spare parts or labor are required, you will be quoted the costs associated with the work.

Your approval and acceptance are required before any action will commence.

Reconditioning Program Overview

- 1 Starting the program
- 2 Feeder units relevant to the program
- 3 Pre-printed feeder inventory packing list
- 4 Preparing feeder units for shipment
- 5 Packing feeder units
- 6 Shipping feeder units
- 7 Turnaround time
- 8 Non-repairable feeder units
- 9 What is included in the program?
- 10 Program pricing
- 11 Program Warranty

"We take personal pride in the solutions we provide and continuously strive to achieve eXtreme Customer Satisfaction."



Since its inception, more and more customers have taken advantage of our feeder unit reconditioning solution—the success of the program is apparent by the volume of both new and repeat participants."

Jack Sobkowicz
Refurbishment Solutions Manager
SobkowiczJ@us.panasonic.com
847-495-6236

4 Preparing Feeder Units For Shipment

To avoid unnecessary expense, we ask that you **remove all take-up reel covers and keep them at your facility.**

Panasonic will not be responsible for take-up reel covers if they are sent with your feeder units.

If you require additional covers to replace lost/broken ones, they can be ordered via:

- Online at order.panasonicfa.com
- Through Customer Service at 847-495-6200
- The reconditioning program

5 Packing Feeder Units

Please take care to provide sufficient protection when shipping feeder units to Panasonic. To prevent damage during transit, note the following instructions and be certain to use shipping containers available from Panasonic:

5.1 Items Needed:

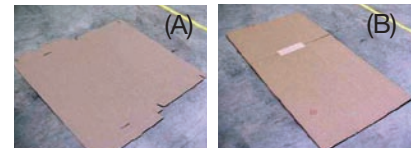
- Padded shipping material
- Shipping tape
- 12" nylon cable ties (two per feeder unit)



5 Packing Feeder Units (continued)

5.2 Shipping Containers

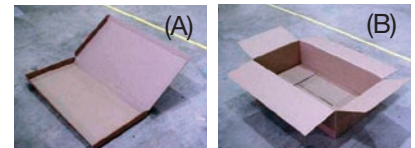
- (A) Individual feeder unit box
- (B) Shipping carton



5.3 Folded Cartons

Folded cartons should appear as indicated below:

- (A) Individual feeder unit box
- (B) Shipping carton



Instructions continued on reverse side of this page.

5.7 Containers

Five individual feeder unit boxes will fit into a shipping carton. Include empty boxes if needed to always total five boxes. Five are needed to prevent damage during transit.



5.8 Inventory Sheet

Place the individual feeder unit boxes along with an inventory sheet into the shipping carton.



Please visit panasonicfa.com/feedpacklist/ to download a feeder inventory packing list.

5.9 Seal

Seal the shipping carton and ship to Panasonic. Ensure that your company's name and the Panasonic authorization to ship code are marked on the outside of the carton.



6 Shipping Feeder Units

The customer assumes all responsibility, liability and cost to ship feeder units using any means they choose. When purchased from Panasonic, shipping cartons will be shipped to the customer using Panasonic's carrier of choice and is included in the purchase price.

Shipping address:

Panasonic
Factory Solutions Company
909 Asbury Drive
Buffalo Grove, IL 60089
Attn: Feeder Refurb

10 Program Pricing

Any required components quoted on orders will receive a 5% discount for using the Panasonic Feeder Unit Reconditioning Program.

Labor for standard reconditioning:

- 8x2 through 12x8 single ... \$75.00
- 8x2 and 8x4 double..... \$100.00
- 16mm and larger \$125.00
- Pneumatic Type \$125.00
BM, MSF, MPAV2, MPAG3
- CM-series..... \$125.00
Intelligent Type

If additional extensive repair is required, ½ hour labor (\$50.00) plus the cost of spare parts will be charged.

10 Program Pricing (continued)

Note: Customer is responsible for all shipping charges.

Shipping containers available for purchase from Panasonic:

- Individual carton..... \$2.00
- Multiple carton container..... \$4.00

Volume discounts apply to orders of 100 feeder units or more*

- 100-250 feeder units 5%
- 251-450 feeder units 10%
- 451 or more feeder units..... 15%

*12 month period, discounts applied to following order

11 Program Warranty

Panasonic warrants reconditioned feeder units to be 100% operational and free of defect upon return to the customer.

Customer has 90 days from return of feeder units to their facility to report feeder units found to be defective.



more solutions



We understand the challenges manufacturers face in today's marketplace and we welcome the opportunity to put our **experts in productivity** to work for you.

No other factory automation provider offers you more productivity, more support, more experience or more solutions.