



## CNC Products & Services

Increase productivity and lower costs

FANUC America Corporation  
[www.fanucamerica.com](http://www.fanucamerica.com)  
888-FANUC-US (888-326-8287)



# Corporate profile

With more than 2.4 million CNCs installed worldwide and 50 years of experience, FANUC is the world's leading supplier of intelligent factory automation systems and CNC technology. FANUC dedicates more than 30% of its employees to R&D to provide the most reliable, efficient and innovative CNC systems available - ensuring the very lowest Total Cost of Ownership.

FANUC has invested its resources not only in developing the most advanced, reliable controls - but also in cultivating the brightest and the most experienced support team in the industry. The expertise we bring to every customer and application is game changing. No one else even comes close. So, when you buy a machine with a FANUC CNC, you are tapping into this knowledge base. The powerful combination of unmatched reliability, innovation and expertise gives you FANUC's Ultimate Control. This gives you an edge over your competition and directly impacts your bottom line.





FANUC America Corporation supports our customers with a wide range of sales and after-sales services from a single source. With a 25-year replacement part availability and support commitment\*, substantial local parts inventories, factory-trained service and support, economical repair and return services, and professional training - you can look forward to decades of trouble-free operation and have the confidence that your machines will be available for production when you need them.

FANUC America Corporation technical services include FANUC replacement parts, FANUC PCB (Printed Circuit Board) and FANUC motor repair and return, telephone technical support (free during normal business hours), field technical support and after-hours support through our CS24 CNC after-hours phone service.

CNC system options and upgrades, system tuning, periodic system inspection, and electronic device cleaning and testing are just a sample of services available to maximize system productivity and availability. Cost saving services such as warranty service contracts are also available from FANUC America Corporation. In addition, we offer expert training and education covering the use and maintenance of FANUC products.

\*Details on part sales page

### The undeniable global leader in CNC

- More than 2,400,000 CNCs installed worldwide
- More than 12,700,000 motors installed worldwide

# CNC systems

FANUC develops cutting edge CNC and motion control systems for machine tools and other nontraditional applications that are continually specified by machine operators and end users around the world. More than 2.4 million controls have been installed worldwide, making FANUC the world's leading CNC manufacturer. FANUC CNCs are the most reliable, efficient and innovative available - ensuring you the very lowest Total Cost of Ownership.

For optimum machine performance in standard applications to the most complex, FANUC's CNC systems are the perfect combination of CNCs, drives, motors, I/O and connectivity. FANUC CNC systems have a world-class reputation for performance, precision, reliability and user-friendly operation. By choosing machines with FANUC CNCs, your machine tool will be available for production more often, process more parts and use less energy.

In addition to manufacturing our state-of-the-art factory automation and robotic products, FANUC also collaborates with other key technology suppliers to develop fully integrated factory solutions based on standard industry interfaces to better serve industries. This allows us to design solutions to maximize our customers' productivity, efficiency and profitability.

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email: [cnc.sales@fanucamerica.com](mailto:cnc.sales@fanucamerica.com)



## Markets served include:

- Aerospace
- Agriculture
- Automotive
- Construction
- Education
- Energy
- General Motion Control
- Job Shop
- Medical
- Metal Fabrication
- Metalforming
- Mold & Die
- Woodworking

## FANUC CNC application chart

CNC	Controlled Axes	Controlled Spindles	Simultaneous Controlled Axes	Description
30i-B	32	8	24	Advanced CNC for most complex applications
30i-LB	32	0	24	Versatile CNC for complex laser machines and laser punch machines
30i-PB	32	0	24	Versatile CNC for complex punch machines
31i-B	20	6	4	Versatile CNC for high performance machines
31i-B5	20	6	5	Versatile CNC for high performance 5-axis machines
31i-LB	20	0	4	Versatile CNC for high performance laser machines and laser punch machines
31i-PB	20	0	4	Versatile CNC for high performance punch press machines
32i-B	10	6	4	Versatile CNC for standard performance machines
35i-B	16	4	4	Advanced CNC for transfer machines
0i-MD	7	2	4	High value CNC for mills
0i-TD	9	4	4	High value CNC for lathes
0i-PD	7	0	4	High value CNC for punch presses
0i Mate-MD	5	1	4	High value CNC for simple mills
0i Mate-TD	5	2	4	High value CNC for simple lathes
Power Motion <i>i</i>	32	0	4 Axes for each path	Solutions for multiple axis motion applications

## Continuous improvement

In today's highly competitive, lean manufacturing environment, reliability and uptime are paramount. FANUC has a continuous improvement culture that ensures our CNC systems are the most reliable in the industry. In fact, our industry leading Mean Time Between Failure (MTBF) rates are measured in decades, and we still strive to continually improve them (e.g., 32 year MTBF on our new Series 0i-MODEL D CNC systems). Additionally, through smart product design, we have also been able to drastically reduce Mean Time To Repair (MTTR) on all of our products.

FANUC also strives to reduce the energy consumption of our products. This is not only part of our commitment to preserve natural resources, but to increase the profitability of our customers, as energy typically accounts for 20% of the operating costs of machines. We have even been acknowledged for our efforts as many FANUC products have received the "Excellent Energy Saving Device Award" from the Japan Machinery Federation.

# Drive systems

For optimum machine tool performance, FANUC offers a full range of drives and motors. Key factors inherent in their design include simple maintenance, high-quality, compact size, exceptional power and efficiency.

Modern bus-system and connector technology simplifies interconnections and maximizes operational reliability. When the axes decelerate, high-efficiency drive systems intelligently pump energy back into the power line to reduce total energy costs. Using FANUC's powerful high-speed machining technologies, part cycle times can be reduced significantly while maintaining the same part accuracy. Ultimately, FANUC's servo energy efficiency strategies can reduce your energy consumption by as much as 50% - a significant factor in machine operating costs.

FANUC uses only the highest efficiency components in the output stage of our servo drives to maximize machine efficiency.

The rare earth magnet motor IPM design reduces size, as well as minimizes the motor footprint to reduce the floor space required for the machine tool and electrical cabinets.

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email: [cnc.sales@fanucamerica.com](mailto:cnc.sales@fanucamerica.com)



FANUC America offers a full range of motor and drive packages:

### Servo motors

FANUC offers two series of AC servo motors: the ALPHA *i* Series ( $\alpha iS$ ,  $\alpha iF$ ) provides ultra-smooth rotation and superior acceleration for compact, high-speed, precision machines, and the BETA *i* Series ( $\beta iS$ ,  $\beta iF$ ) offers a high performance-to-cost ratio that is ideal for entry level machines.

### Built-in servos

The DiS Series synchronous built-in servo motors from FANUC are ideal for rotary tables and additional axes on 5-axis machines.

### Linear motors

The FANUC linear motor LiS Series is designed to meet the most advanced requirements. They can generate peak forces of 300 N to 17,000 N with various motor shapes available.

### Spindle motors

Whether you need high output power, high speed, low vibration, high performance-to-cost ratio, or a combination of these, FANUC has a spindle motor for your application: ALPHA *i* Series ( $\alpha iT$ ,  $\alpha iL$ ,  $\alpha iP$ ), BETA *i* Series ( $\beta iL$ ,  $\beta iP$ ) and Built-in Spindle Series ( $\beta iL$ ,  $\beta iS$ ).

### Amplifiers

The ALPHA *i* Series ( $\alpha iSV$ ,  $\alpha iSP$ ) and BETA *i* Series ( $\beta iSV$ ,  $\beta iSVSP$ ) servo amplifiers from FANUC are exceptionally maintenance-friendly with easy exchange of control cards.



# CNC system sales

## Two convenient purchase options: direct or CNC Express™

### Direct sales

All of FANUC's latest CNCs (and motion controllers) are available as complete CNC systems (controls, I/O, servos, spindles, software tools and accessories) built to order, factory direct through the direct sales team at FANUC America.

### CNC Express

With CNC Express, a selection of FANUC's most popular CNC system (or motion control system) and drive packages are available for delivery from our FANUC CNC office near Chicago, IL in 4 weeks or less. The electronic CNC Express catalog allows for easy selection, configuration, quoting and ordering of genuine FANUC CNC systems.

CNC Express offers a limited selection of the same CNC system packages ordered through direct sales, with the advantage of quick delivery. A variety of popular options can be added to the packages to meet your specific machine requirements. CNC Express simplifies the manufacturing schedule of a new or retrofitted machine and allows more time to optimize the control for the application.

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### Sales team

The reliability that FANUC CNCs are known for also translates to our experienced sales team. Our sales engineers are armed with FANUC CNC intelligent solutions and market knowledge to assist machine tool builders, retrofitters and systems integrators to select the ideal FANUC CNC solutions. They work closely with our application engineers who are skilled at optimizing the FANUC CNC system specifically for each machine and application.

Additionally, our vertical program managers and aftermarket support account managers are skillfully adept in assisting end users and dealers to select FANUC CNC systems and options to maximize their productivity. Vertical market specialties include: automotive, aerospace, heavy industry, medical and job shop.





# Engineered solutions

## CNC solutions

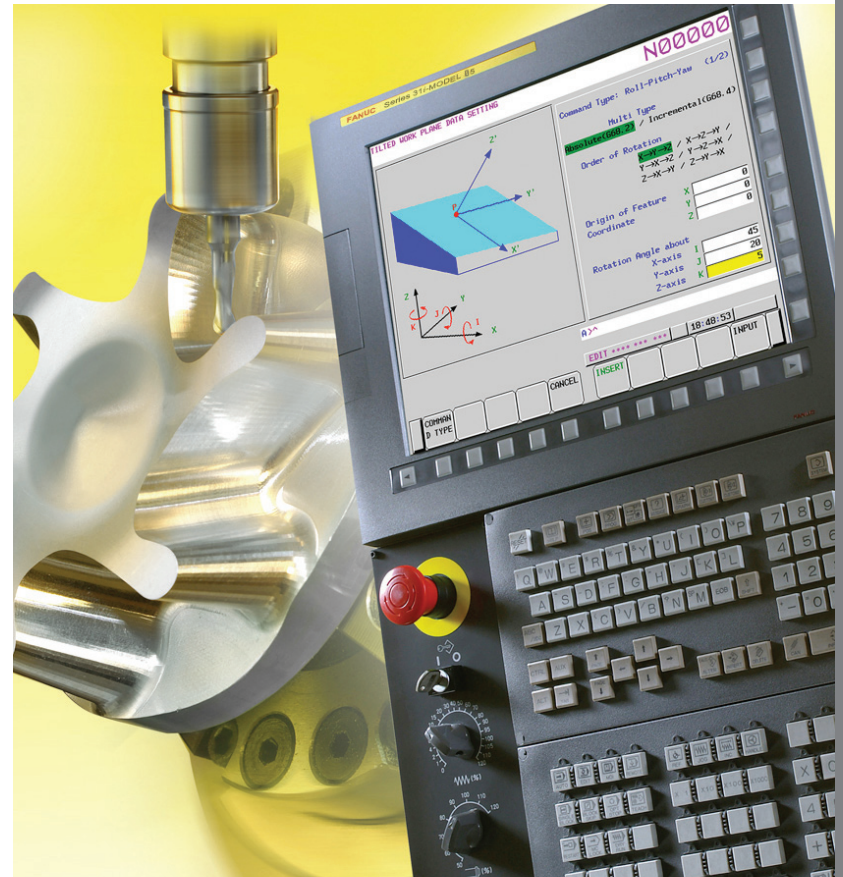
- **FASConnect (FOCAS Automation Solution Connect)**  
A Windows service allows access and management of text data from all FOCAS enabled CNCs across a network
- **FASBacCNC (FOCAS Automation Solution Backup)**  
A user interface for FASConnect allows browsing of all FASConnect servers and backup data either manually or on a scheduled basis
- **FASOPC (FOCAS Automation Solution OPC)**  
An OPC 3.0 compliant server for easy retrieval of machining data from all FOCAS enabled CNCs
- **iAdapt®S**  
Real time adaptive control optimizes tool loading for heavy rough cutting applications, and load monitoring triggers events at user defined warning and alarm levels
- **iLimitS**  
Real time process monitoring protects the machine, fixture and part from process variations ensuring quality and providing traceability of critical machined parts
- **Parallel Axis Tracking**  
Maintains the correct part zero position during movement of the W and Z axis for horizontal boring mill machines – improving operation flexibility

## Custom engineered solutions

Customized solutions for mechanical, operator interface, C-language and ladder development needs

## Software development

Custom CNC connectivity software



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# CNC simulation

## NCGuide / NCGuidePro - CNCs on a PC



NCGuide and NCGuidePro are FANUC's CNC application software running on a PC, providing an authentic and safe operation and part programming

environment at a fraction of the cost of using a production machine tool. Operators, programmers, maintenance engineers and students can all practice common procedures and develop optimized processes without risks to people, tooling or machines. For academic applications, NCGuide Academic packages are ideal for instructor demonstrations, classroom exercises, homework, flipping the classroom, distance learning and CAD/CAM/CNC integration.

- Operational training - All standard CNC operational screens can be selected and all standard procedures can be practiced. Users can expand their knowledge by learning the features available with newer controls - even before they are installed. With NCGuidePro the PMC ladder and custom screens provided by the machine tool builder are supported.

NCGuide - contact parts:  
888-FANUC-US (888-326-8287), select 2→1→1  
email: [cnc.parts@fanucamerica.com](mailto:cnc.parts@fanucamerica.com)

- Part programming training - Both conventional G-code part programming and conversational part programming are supported with tool path simulation and 3D solid model machining visualization.
- Offline conversational programming - The easy-to-use, yet powerful MANUAL GUIDE *i* conversational part programming provides fill-in-the-blank programming to rapidly go from art to part while you remain in complete control of the sequence of operations and cutting parameters. Programs can be developed using MANUAL GUIDE *i* in NCGuide and then quickly converted to conventional G-code to run on practically any FANUC CNC.

## Hardware simulators

Improve the productivity of maintenance personnel by providing hands-on-troubleshooting experience with genuine FANUC CNC hardware mounted conveniently in a frame at a fraction of the cost of using production equipment.



CNC Simulator - contact CNC system sales:  
888-FANUC-US (888-326-8287), select 2→1→4  
email: [cnc.sales@fanucamerica.com](mailto:cnc.sales@fanucamerica.com)

# Technical training

## Skilled training team offers a wide range of specialized training courses

- Quality instruction from expert instructors with CNC and field service experience who are also FANUC CORPORATION factory trained
- Standard and custom CNC and laser maintenance, programming and advanced application courses for beginner through expert levels
- Courses offered in our Chicago CNC corporate training center as well as in cities across North America and Mexico
- Training can come to your facility - we can custom design a course specific to your needs and equipment

## Corporate CNC training center offers the perfect learning environment

- Simulators with genuine FANUC controllers and components
- Small class size offers the opportunity for individualized attention and hands-on learning to put theories into practice
- Showroom with the latest FANUC controls
- Conveniently located NW of Chicago, the FANUC CNC location offers modern facilities amongst peaceful natural prairie land



### Maintenance courses

Level I - Fundamentals of CNCs and factory automation  
CNC elementary

Level II - FANUC CNC comprehensive maintenance  
Control specific maintenance and operation

Level III - FANUC advanced maintenance

FANUC PMC & ladder  
FANUC  $\alpha$ i servo  
FANUC advanced CNC  
FANUC CO<sub>2</sub> laser

### Programming courses

Level I - FANUC CNC programming

FANUC 30i/31i/32i/0iD G-code programming & operation  
FANUC 16i/18i/0iC G-code programming & operation

Level II - FANUC CNC comprehensive programming

FANUC Custom Macro B programming

Training contact:  
888-FANUC-US (888-326-8287), select 2→4  
email: [cnc.training@fanucamerica.com](mailto:cnc.training@fanucamerica.com)

# Option sales

## Control upgrades to enhance your investment

Your FANUC CNC is capable of achieving more than you might expect. FANUC America can provide you with genuine FANUC hardware and software upgrades to increase the functionality and improve the productivity of your machine.

We have functions available to expand capacity, reduce cycle times, improve speed and reduce complexity. The following are some of our most popular options:

- Larger part program memory
- Additional tool offsets
- Additional work coordinate offsets
- High speed machining
- Custom Macro
- High Speed Skip for part measurement
- Fast Ethernet - Data Server
- FOCAS drivers and libraries

NOTE: The aftermarket options and the features listed above will need to be CNC and machine compatible. Please contact your MTB for additional support.

Option sales contact:  
888-FANUC-US (888-326-8287), select 2+1+2  
or email: [cnc.options@fanucamerica.com](mailto:cnc.options@fanucamerica.com)



# Part sales

FANUC customers are making a secure investment with a dependable partner, as we provide a 25-year replacement part availability and support commitment\* for our CNCs — something unique to FANUC.

## We offer

- New genuine FANUC parts in stock
- Genuine FANUC reconditioned parts
- Repair & return
- Component part sales (standard lead-times apply)
- Exchange credit program
- Prompt service - average answer time under 25 seconds

FANUC America's call center combines the latest technology with exceptional customer service. Our dedicated support specialists can assist you with:

- Basic part look-up
- Quotes
- Parts orders
- Order tracking

Parts contact:

888-FANUC-US (888-326-8287), select 2→1→1  
email: [cnc.parts@fanucamerica.com](mailto:cnc.parts@fanucamerica.com)

Monday - Friday  
6:00 a.m. - 7:00 p.m. (CST)

## Exchange credit program

Get FANUC quality at a lower cost. By utilizing FANUC's exchange credit program, you will save on replacement part cost.

Using FANUC's price reduction formula results in the lowest cost (25% to 35% lower) while still receiving new part quality and warranty.

**Lowest price =  
List price - Exchange credit<sup>A</sup> - Return shipping<sup>B</sup>**

A: Return your old part to receive monetary credit towards your order.

B: Free return shipping for parts weighing under 75 lbs - returned via regular ground service.

\* When a FANUC CNC system is out of production, we strive to have replacement parts for 25 years. Replacement parts are available for purchase or through extended service contracts. If and when parts are no longer available due to discontinued component manufacturing, we offer repair and reuse. We strive to engineer replacement parts with the same functionality, form and fit. We offer on-site FANUC factory-trained service and support on FANUC CNCs for the lifetime of your machine.

**[www.fanucamerica.com](http://www.fanucamerica.com)**

Access the FANUC America CNC online ordering and tracking system available 24/7

# Field service

## Expert on-site service

Strategically located in 44 service centers and satellite locations across the Americas to provide fast response time (average is less than 24 hours) and low travel fees. Our factory-trained FANUC America CNC service engineers provide convenient local on-site support minimizing production down time and saving you money.

## Expert phone support

Factory-trained FANUC America CNC service engineers provide fast response time and free unlimited telephone support during regular business hours. For a nominal fee, after-hours telephone support (CS24) is also available to help you when you need it most - protect your weekends and 2nd/3rd shifts productivity and bottom line.

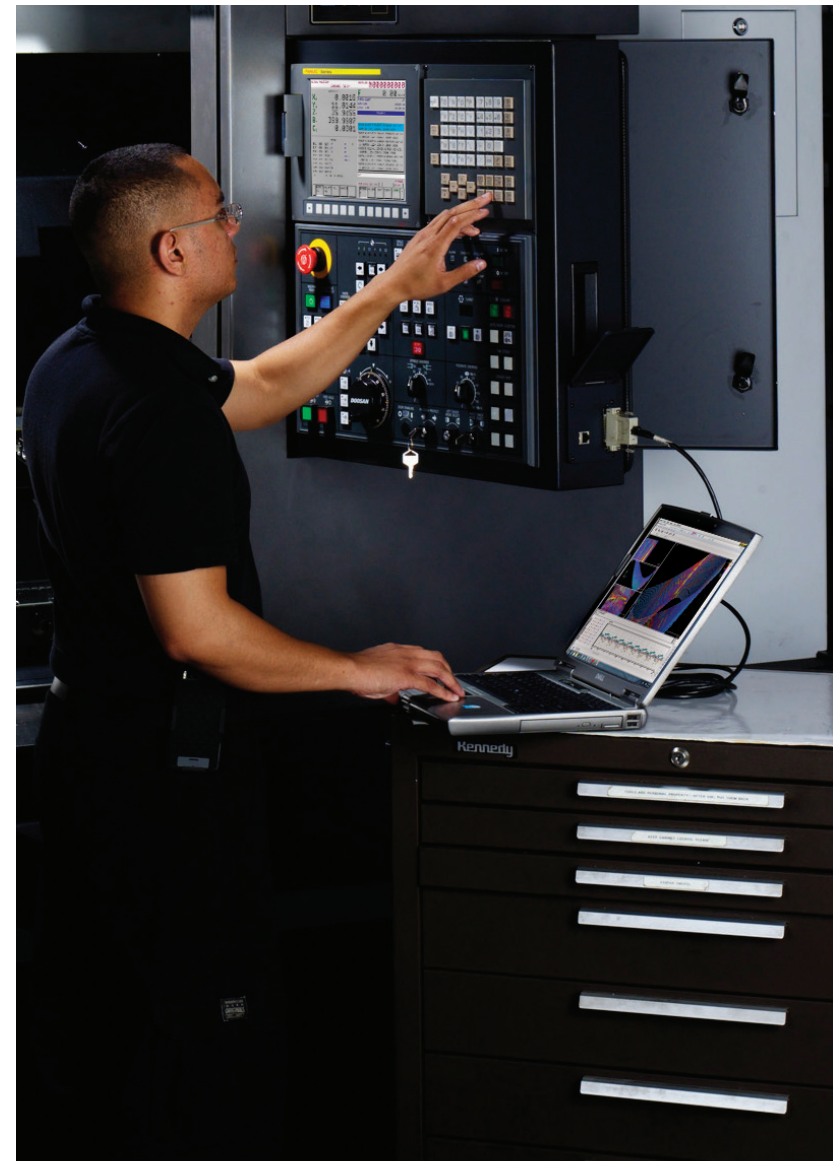
## Direct access to FANUC technical data

Our service engineers have direct access to technical information from our engineering staff and to our product designers in Japan for fast and accurate troubleshooting.

## Save on restocking fees and shipping costs on FANUC replacement parts

FANUC America has the largest inventory of genuine FANUC OEM parts in North America. This enables our engineers to arrive on-site with parts to get your machine up and running quickly with no restocking fees or shipping costs.

Service contact: 888-FANUC-US (888-326-8287), select 2+2  
email: [cnc.service@fanucamerica.com](mailto:cnc.service@fanucamerica.com)



# Service contracts

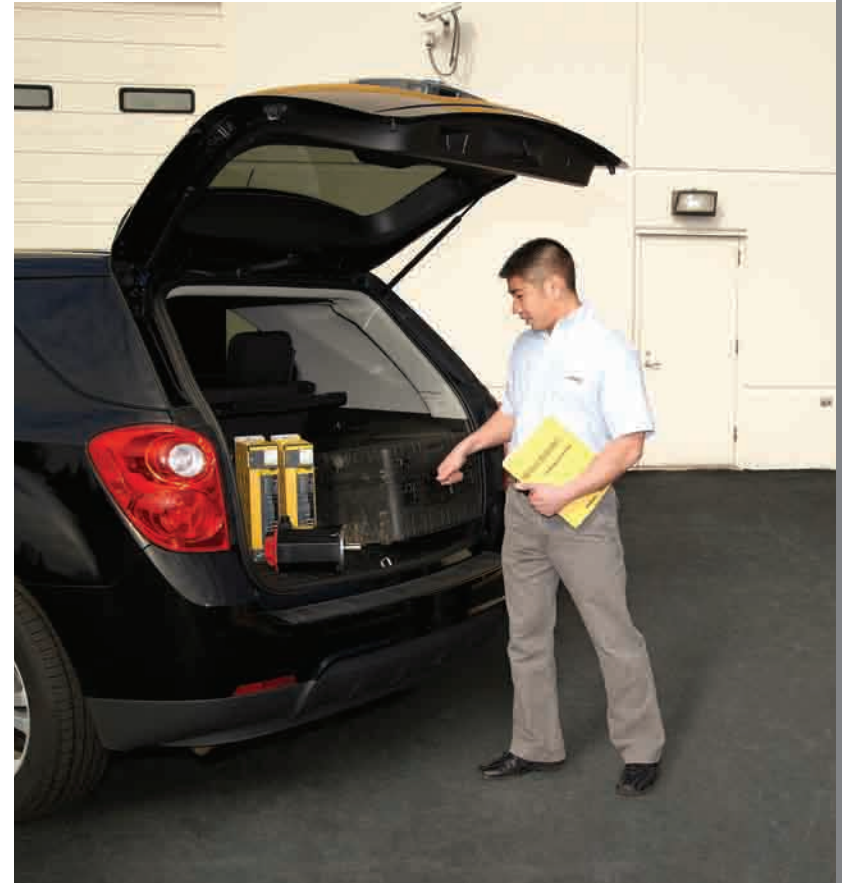
## Full coverage service contracts

Take control of your productivity and bottom line with a service contract from FANUC America.

- Planned yearly maintenance costs - easy to budget, no surprises
- Expert on-site service from factory-trained FANUC America CNC service engineers - labor & travel costs are included
- Unlimited access to FANUC technical support and troubleshooting by phone - including access to CS24 after-hours phone support
- Replacement of FANUC control system components including:
  - Motors - servo and spindles (excluding built-in types)
  - Amplifiers - servo & spindles
  - Power supplies
  - I/O modules
  - Control circuit boards
  - LCD display units
  - Keyboards
  - Free priority shipping to and from your location

NOTE: Coverage available on Series 0, 6, 10, 11, 15, 16, 18, 20, 21, 30, 31, 32 and 35 control models.

Contract sales contact:  
888-FANUC-US (888-326-8287), select 2→1→3  
email: [cnc.contracts@fanucamerica.com](mailto:cnc.contracts@fanucamerica.com)



# PCB repair

- Factory-trained FANUC America CNC engineers and technicians
- Genuine FANUC parts
- Equipment reconditioned to factory specs
- All testing performed using FANUC CNCs and specialized FANUC testing equipment and procedures
- Quick turnaround - expedited service available
- All engineering updates installed at time of repair
- Repair reports
- Limited 1-year warranty on replaced parts and labor

## Pricing

Fixed price based on specific part - no additional fees (repair price quoted at time of Return Material Authorization (RMA) creation).

## Wash & test fee

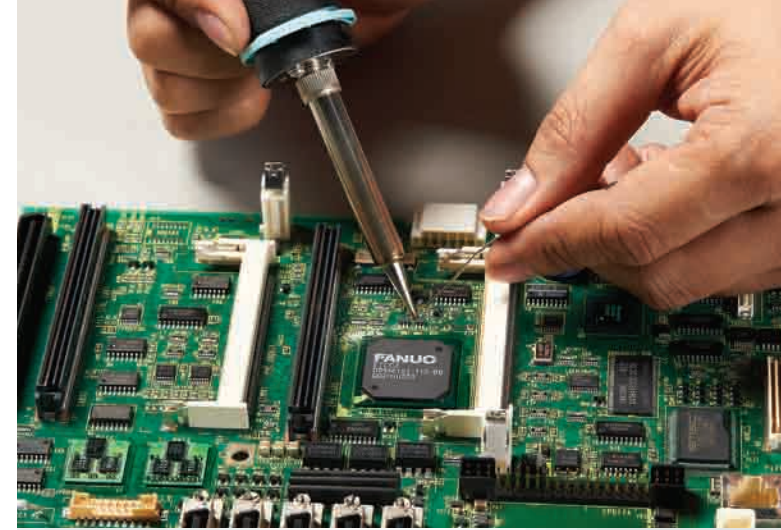
If no problem is found, a standard wash & test fee applies based on the specific part.

## PCB express repair service available\*

3 – 5 business days

\* Only offered if no stock is available for purchase.

Repair contact:  
888-FANUC-US (888-326-8287), select 2+3  
email: [cnc.repair@fanucamerica.com](mailto:cnc.repair@fanucamerica.com)



**Before**



**After**



## PCB repair services

Routine services in PCB repair include:

- Preliminary function testing of all boards, units and CRTs
- Rigorous testing procedure to component level
- All parts completely washed and serial number controlled for high reliability in testing and tracking
- Assembly and final test



# Motor repair

FANUC offers speed and convenience with 3 levels of motor repair service: Standard, Not-to-exceed (NTE) and Express repair.

## Standard

After FANUC evaluates the motor, a quote will be given for the actual motor repair cost. Customer approval must be given on the quote before proceeding.

## Not-to-exceed (NTE)

No estimate approval is needed for motor repair unless the cost exceeds the set not-to-exceed (NTE) amount predetermined by the customer - this results in reduced turn-around time. If the actual repair costs are equal to or less than the NTE price, repairs will be made without quotation.

## Express repair

Utilizes the not-to-exceed (NTE) program but with faster repair time of 1 – 2 business days. Express repair is only offered if no stock is available for purchase.

Repair contact:  
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email: [cnc.repair@fanucamerica.com](mailto:cnc.repair@fanucamerica.com)

## Motor repair services

- Preliminary static testing of phase resistances and insulation of windings
- Run test of motor
- Thorough disassembly, cleaning, and component testing as well as replacement of bearings, seals and wave washers
- Assembly and final test
- Powder coating
- Repair reports
- Limited and 1-year warranty on replaced parts and labor

## Motor preventive maintenance services

- AC servo motor overhaul
- IP67 waterproofing protection (call for details)



# Laser systems

## CO<sub>2</sub> laser solutions

With over 10,000 lasers installed, FANUC is a worldwide leader in laser material processing cutting technologies for the metal fabrication industry. FANUC's high-performance, high reliability CO<sub>2</sub> lasers feature the latest radio frequency (RF) excitation technology and are highly integrated with the servo drive system and innovative software in the CNC. They deliver communication directly over a single high-performance, noise-immune fiber optic cable.

With power ratings available from 1,000 to 6,000W, high fidelity power control and superior high-frequency pulsing, FANUC laser systems deliver the maximum performance for a wide range of applications, from diverse sheet metal cutting through to plate processing up to 1¼-inch thick mild steel.

The Laser C series is designed to be a compact, high-performance and highly reliable system, providing even further efficiencies with greater extended periods for preventative maintenance. Integrated with the Series 30i-L/31i-L MODEL B CNCs, they deliver more intelligent, responsive laser cutting and compelling energy savings.



Laser support contact:  
888-FANUC-US (888-326-8287), select 2→2  
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# Contact us

**888-FANUC-US (888-326-8287)**

**Select 2 for CNC Products, Service & Support**

	Phone	Email	Fax
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Part Sales	select 2→1→1	cnc.parts@fanucamerica.com	(847) 898-5021
Option Sales	select 2→1→2	cnc.options@fanucamerica.com	(847) 898-5006
Option Quote	select 2→1→2→1		
Option Order	select 2→1→2→2		
Option Order Status	select 2→1→2→3		
Warranty Contract Sales	select 2→1→3	cnc.contracts@fanucamerica.com	(847) 898-5031
CNC System Sales	select 2→1→4	cnc.sales@fanucamerica.com	(847) 898-5691
<b>Service</b>			
Service, Technical Support & CS24 After Hours Service	select 2→2	cnc.service@fanucamerica.com (For faster service, put your local service center location in the subject line for local routing)	Call us to get your local service center fax #
<b>Repair</b>			
Part Repair	select 2→3→1	cnc.repair@fanucamerica.com	(847) 898-5026
Repair Status	select 2→3→2		
<b>Training</b>			
Technical Training	select 2→4	cnc.training@fanucamerica.com	(847) 898-5319
<b>Accounting</b>			
Accounts Receivable & Billing	select 2→5	cnc.accounting@fanucamerica.com	(847) 898-5016

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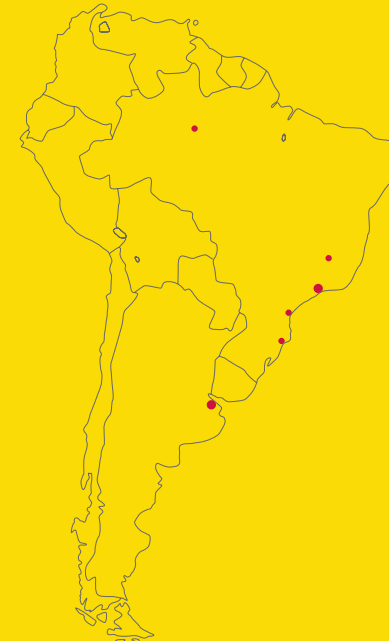
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