MITSUBISHI ELECTRIC

Changes for the Better

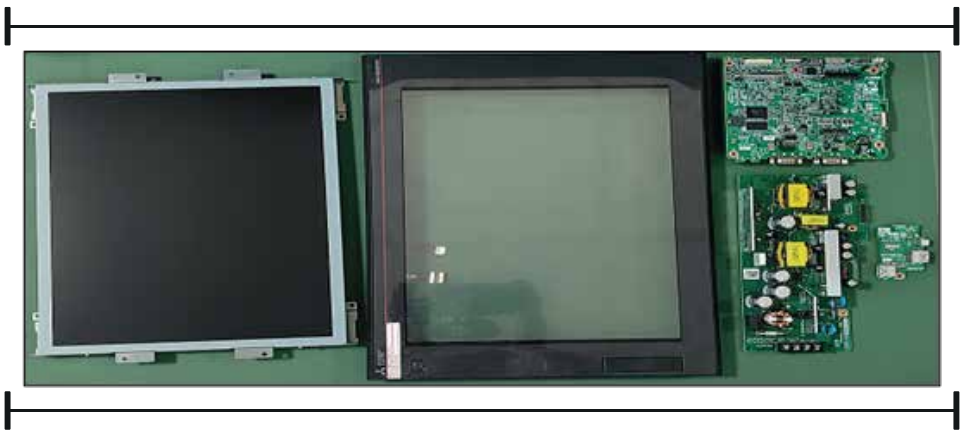
Automating the World

FACTORY AUTOMATION

GOT CARE

Program





- **Health Check-up (HC)**
  Diagnostic check
- **Preventive Maintenance (PM)**
  Maintaining quality, consistency & uptime
- **Annual Maintenance Contract (AMC)**
  Risk covers unforeseen repair expenses.
- **Product Reconditioning Service (PRS)**
  Restore your products to working conditions.



Mitsubishi GOT Care Program

A Graphical Operation Terminal (GOT) is a user interface that connects a person to a machine, system, or device. GOT replace manually activated switches, dials, and other controls with graphical representations of the control process and digital controls to influence that process. It is used in the context of an industrial process.

We at Mitsubishi Electric care for GOT with our unique GOT Care Program to assure you of maintaining quality, consistency, and accuracy of your product year after year.

Why is GOT Care Program Required?

- Dust/Oil deposition & other contamination on GOT hardware can affect performance, efficiency of GOT, which can also result in malfunctioning display, communication & touch operations & may result in product failure completely.
- To have Knowledge on environmental conditions in which product works functionally.
- Follow manufacturer recommended guidelines to achieve maximum efficiency.
- Trouble free operation.

Advantages

- Increased GOT working life.
- Less unplanned downtime.
- Reduce potential breakdown, prevents hazards.
- Conservation of energy & prevention of energy losses.
- Overall improved productivity, environment & safety conditions.

Applicable GOT Models

GT21, GT23, GT25 & GT27 Series

All modules mentioned in the above GOT series are covered under the preventive maintenance program.

Note: For any technical details, kindly contact the nearest FA center.

Health Check-up (HC)



Includes:

- GOT Program backup, if GOT is not password protected.
- GOT hardware condition check by visual inspection.
- Battery voltage check.
- Functional testing of GOT by downloading demo program.

Preventive Maintenance (PM)



Includes:

- GOT program backup, if GOT is not password protected.
- Functional testing of GOT by downloading demo program.
- GOT hardware condition check by visual inspection.
- Battery voltage check / change.
- Cleaning of GOT hardware.
- Functional testing of GOT.
- Downloading Customer's program backup.

Annual Maintenance Contract (AMC)



Includes:

- 1 No. Health Check-up activity.
- 1 No. Preventive Maintenance activity.
- 1 Nos. Breakdown support within 24 hrs.

Product Reconditioning Service (PRS)



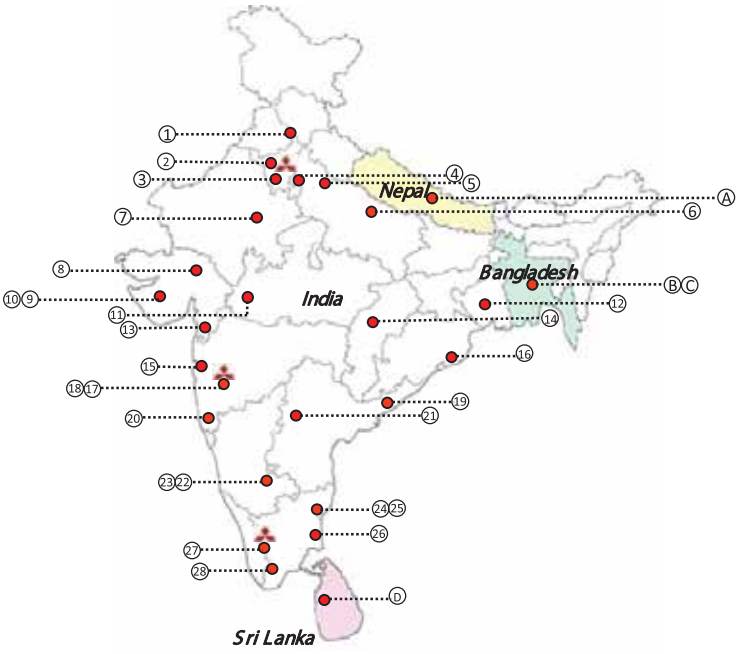
Includes:

- GOT condition evaluation.
- Test & analyze parts for deterioration.
- Part replacement & Testing.

***Common terms & condiions:**

1. Service interval and duration may vary based on GOT type, application, and panel/site condition.
2. Depending on the environmental conditions, we recommend carrying out activities on a yearly basis.
3. All the above services are related to only hardware.

MEI Service Network



MEI Service Centre Authorized Service Centre

MEI FA Centers

I Pune FA Centre I Mitsubishi Electric India Private Limited
Factory Automation & Industrial Division Emerald House, EL-4, J Block, M.I.D.C. Bhosari, Pune, Maharashtra, India -411 026.
Tel:+91- 020-2710 2000/ 46242100, Fax Line : +91- 020-2710 2247

I Gurugram FA Center I Mitsubishi Electric India Private Limited
Ground Floor, Plot No-517, Udyog Vihar, Phase-3, Gurugram-122022.
Tel.: +91(124) 4630300, +91 (124) 6739300

I Bangalore FA Centre I Mitsubishi Electric India Private Limited
Factory Automation & Industrial Division, Esquire Centre, No.-9, Ground Floor, B-Block, M.G. Road, Bengaluru, Karnataka, India - 560 001
Tel. : +91-9980802181, Fax : +91-080-40201699

I Chennai FA Centre I Mitsubishi Electric India Private Limited
Factory Automation & Industrial Division, Isana Katima, 3rd Floor, Door No. 497 & 498, Poonamallee High Road, Arumbakkam, Chennai, Tamil Nadu, India - 600 106.
Tel.: +91-044-49232222, Fax: +91-044-49232249

I Ahmedabad FA Centre I Mitsubishi Electric India Private Limited
Factory Automation & Industrial Division,
204-209, 2nd Floor, 31 ýve, Near Vodafone House, Corporate Rd, Prahalad Nagar, Ahmadabad, Gujarat, India - 380 015
Tel.: +91-079-65120063

I Coimbatore FA Centre I Mitsubishi Electric India Private Limited
Factory Automation & Industrial Division, BMH Srinivas, 2nd Floor, Door No.1604, Trichy Road, Near ICICI Bank, Coimbatore - 641018
Tel. : 91-422-4385606

Authorised Service Centers (ASCs)

1. Elite Controls, Chandigarh
2. Technavia India Private Limited, Gurugram
3. Alliance Automation, Manesar
4. Zen Automation, Faridabad
5. Falcon Automation, Muzaffarnagar
6. Micro Instruments and Control Systems, Barabanki
7. Kyoto Automations, Jaipur
8. Nutron Systems, Ahmedabad
9. Drive and Control Systems, Rajkot
10. Edge Automation Pvt. Ltd., Rajkot
11. Autotech, Indore
12. TTS Systematix, Kolkata
13. Innotech Automation LLP, Surat
14. Electro Infrastructure, Raipur
15. Earthnetic Enterprises Pvt. LTD, Mumbai
16. Resoline Techbis, Odisha
17. Cubix Automation Pvt Ltd, Pune
18. INNOVATIVE SOLUTIONS INDIA PVT. LTD., Pune
19. S R Control and Automations, Vishakhapatnam
20. Microlog Systems, Kolhapur
21. S R Automations, Hyderabad
22. Sutek Systems, Bangalore
23. Future Robotics & Automation Pvt Ltd, Bengaluru
24. Hitek, Chennai
25. Ram Automations, Chennai
26. Amutronix Automation, Pondicherry
27. Protech International, Coimbatore
28. Sarvana Electronics, Rajapalayam

A) Micro Instruments and Control Systems, Nepal
B) Progressive Engineering Corporation, Bangladesh
C) Electro Mech Automation & Engineering Ltd, Bangladesh
D) Techfield (Pvt) Ltd., Srilanka

Service network website: https://mitsubishielectric.in/fa/service-centers.php

Mitsubishi Electric India Pvt. Ltd.
Factory Automation and Industrial Division

ICC-Devi Gaurav Technology Park, Unit No. 402, Fourth Floor, Opp. Vallabh Nagar Bus Depot, Pune – 411 018, Maharashtra, India. Board Line No.: +91-020-4624 2100

Toll Free Number: 1800 102 9603, 9:30am to 5:15pm

www.mitsubishielectric.in/fa

GOTCareLeaflet/Version 2/ June 2025