

**IMPORTANT
ANNOUNCEMENT**

YASKAWA

Discontinuation of spare parts for the NX robot generation

Dear customers,

We would like to inform you that spare parts for the NX robot generation will no longer be available from 2025.

The NX product series was already discontinued in 2010. The availability of spare parts for the NX generation will expire in December 2024.

The current delivery times are based on the availability of the requested quantities. Please be aware that short-term cancellations by suppliers may result in supply chain bottlenecks or extended delivery times. We recommend to start stockpiling critical spare parts for your production now. We can also assist you in identifying additional measures to protect your production.

Our Spare Parts Sales department will be happy to answer your questions at the following contact details:

Spare-Parts-Sales

Phone: 0 81 66 / 90 - 20 00

Email: Spare-Parts-Sales@yaskawa.eu

We offer you various options designed to ensure the continued protection of your production processes. By way of illustration, our overhaul programme enables us to refurbish your manipulators or control systems. Furthermore, we offer an exchange programme, whereby we can purchase your old manipulators and control systems and provide you with a replacement at a fair price.

If you are interested in modernising, converting or relocating your system, we will be happy to assist you with our experience.

You also have the option of entrusting us as a specialist company with inspection and maintenance work on your systems.

Our TCS Sales department will be happy to answer your questions at the following contact details:

TCS-Sales

Phone: 0 81 66 / 90 - 20 02

Email: TCS-Sales@yaskawa.eu

Our repair department is equipped to undertake a range of component repairs, including those to the teach boxes, thereby providing additional support for optimal functionality.

Repair-Sales

Phone: 0 81 66 / 90 - 20 05

Email: YEUR-Repair-Sales@yaskawa.eu

We look forward to hearing from you and to continuing our positive business relationship.

Sincerely,

**YASKAWA Europe GmbH
Robotics Division**

Your TCS Sales Team

Yaskawa Lifetime Services

We guarantee support for as long as our products are in use.

Yaskawa Lifetime Services refer to the basic policy of »support services for as long as the product runs« and apply to the NX100, DX100, DX200 and subsequent generations.

We always aim to meet our customers' requirements and needs, and we will always do our utmost to support all Yaskawa products, regardless of their age.

Our company attaches great importance to the longevity and performance of its products and is committed to providing the best possible service and support.



Yaskawa EMEA spare parts availability

Guaranteed availability of new spare parts

Limited/no spare part availability

Reduced spare part availability

Guaranteed spare part availability

Axes	ERC	MRC	XRC	XRC ATEX/ coating	NX100	NX100 ATEX/ coating	DX100	DX200	DX200 ATEX/ coating	YRC1000
Start of model production	1988	1994	1999	2005	2005	2010	2010	2015	2017	2017
Model production stop	1994	1999	2005	2015	2010	2015	2016	2021	Still in production	Still in production
Japan Spare parts availability	2004	2009	2015	2025	2020	2025	2027	2032	2037	+10 years
EMEA extended availability	2005	2011	2018	TBD	2024	TBD	TBD	TBD	TBD	TBD



Our company is committed to meeting the requirements of our customers and providing a comprehensive spare parts service. We guarantee the availability of spare parts from Japan for at least ten years after production ceases, with an increasing level of availability across subsequent generations. While there may be limitations on certain models, we are able to provide support with new, repaired or remanufactured parts, depending on the product life cycle.

Approximately one year in advance of the discontinuation of spare parts, customers will be informed so that they can place final orders and mitigate the impact on their operations. Despite potential limitations in the sourcing and distribution of spare parts, we are committed to providing comprehensive service and support for all generations of our products.

Robotics Division

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