



Central and Eastern European FA Center



CEE support network /// Repair /// Maintenance ///
Application engineering /// Customized project support ///
Training ///

A Center of Excellence



Mitsubishi Electric's "Global Partner – Local Friend" policy provides customers with easy and local access to training and support



Global partner. Local friend.
The countries covered by the CEE FA Center

Many customers across the world are already familiar with Mitsubishi's commitment to product quality, leading edge design and customer care.

However, Mitsubishi Electric is continuously improving its levels of customer service with the implementation of a global network of Factory Automation (FA) Centers.

To date there are 14 centers across the world, three of which are in Europe. The number of these centers is steadily increasing with each being placed in a core manufacturing location.



Mitsubishi Electric's new FA center in Prague, Czech Republic.

Supporting Central and Eastern Europe

Mitsubishi firmly recognize the importance of the CEE region as it develops in to a manufacturing powerhouse. The skills, manufacturing knowledge and commitment make this an important area for future global manufacturing businesses.

In recognition of this and to support the dynamic market the third European FA Center has been placed in the heart of this active region. The CEE FA Center supports the local region directly through its office in Prague, Czech



CEE FA Center directly supports four countries

Republic, and also from its satellite office in Krakow, Poland.

The core support team is part of the European Support Group (ESG) and provides a foundation for the local distributor activity.

Technology Center

Mitsubishi Electric's FA centers can provide a wide range of services to support today's high technology manufacturers. Our FA Centers throughout Europe generally mix these core service offerings with high technology showrooms where the latest advances and thinking in Automation can be seen in action.



CZ FA Center technology showroom

From the Czech Center we can offer a comprehensive range of service and support packages, for example:

■ Application support

Our services can be organised and customised to meet almost every level of need. In addition to the FA Center engineers in the Prague and Krakow offices there is a local network across the whole of the Central and Eastern Europe of expert technical staff provided by our local distributor partners, who have many years of experience.

We believe this mix of local and Japanese engineers provides our customers with the widest support network for Mitsubishi Electric's Factory Automation products, helping our users to achieve quick and efficient results.

■ Training

Training is a core service of any FA Center. Locally organised training is regularly available through our distribution and partner networks or at our FA Centers. This type of regular training course is based on standardized training notes and uses comprehensive test equipment/systems to support most customers' requirements.



Interactive training facilities

In addition, we are also available to offer dedicated or customised training activities to suit a users unique needs. Contact us for more information should you wish to discuss this further.

■ Customized project support

Depending upon your needs we can offer a range of customized services, including project support, through our ESG and European FA Centers. This can be enhanced further by involving local distribution partners and System Integrators.

■ Engineering support

Our engineers can answer your technical questions about FA products. Moreover, we can propose the best system and product for your application.

■ Technology

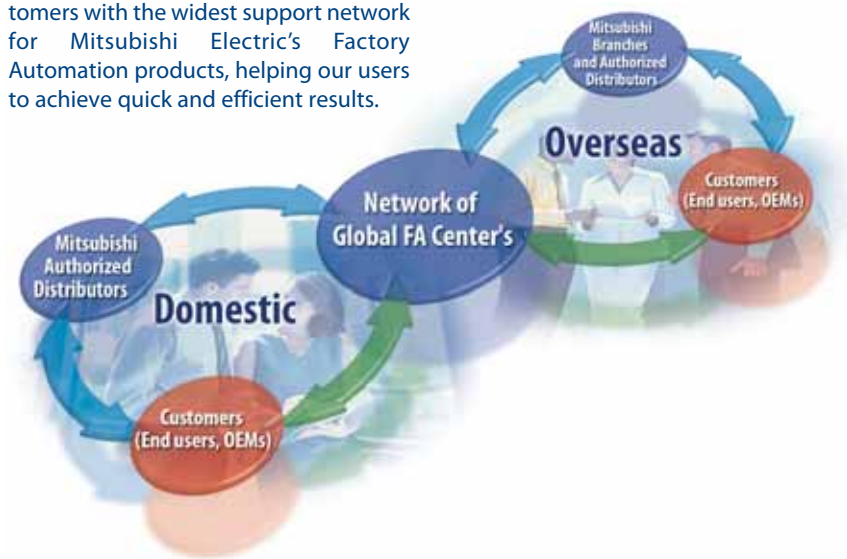
Many FA Center's have a comprehensive range of Mitsubishi's automation products on display – covering networking, applications and stand alone solutions.

■ Repair and service

Having highly skilled engineers based at each FA Center means we can also offer service and repair functions either locally or managed through our European Service Group. By utilizing the strength of all the FA Centers, distribution partners and service partners across Europe we can ensure that our customers get a responsive service – when they need it most.



All repairs are carried out by qualified and experienced engineers



Service and support across the globe

■ **Easy navigation**

The illustrations below show how easy it is to find your way around our website

Sitemap

- **Products**
 - Micro Controllers
 - Compact PLC
 - Modular PLC
 - Remote I/O
 - HMI
 - Industrial Modems
 - Networks
 - Software
 - Inverters
 - Servo/Motion
 - Robots
 - Switchgear
- **Solutions**
 - Industries
 - Applications
- **Service**
 - Support
 - Training
 - Download
- **Contact**
 - Worldwide
 - Europe
 - Facts and figures
 - History
 - Career
- **News Center**
 - Fairs
 - Newsletter
- **Press**
 - Latest News
 - Product News
 - Case Studies
 - Press Contacts
- **MyMitsubishi**

MyMitsubishi services are available in these languages:













- **Mitsubishi automation technology at a glance:** This section is your starting-point for access to in depth information about products in all categories.
 
- **The Contact section** is the place to go when you need the addresses of Mitsubishi representatives in your area and our sales networks in Europe and worldwide.
 
- **The redesigned Press section** contains the latest press releases and for journalists there is priority access to coming stories as well as links to comprehensive background material.
 
- **MyMitsubishi – the online information portal** with additional services for registered users.
 

European FA Centers

CEE FA Center
Mitsubishi Electric Europe B.V.
 Avenir Business Park,
 Radlicka 714/113a
 158 00 PRAHA 5,
 Czech Republic
 Tel: +420 (0)251 / 551 471

CEE FA Satellite
MPL
 Ul. Krakow 50
 PL-32-083 Balice
 Poland
 Tel: +48 (0)12 / 630 47 00

European FA Center
Mitsubishi Electric Europe B.V.
 Gothaer Str. 8
 D-40880 Ratingen
 Germany
 Tel: +49 (0) 2102-486-0
 Training: +49 (0) 2102 486 1880

UK FA Center
Mitsubishi Electric Europe B.V.
 Travellers Lane
 Hatfield Herts. AL108XB. UK
 Tel: +44 (0) 17 07 27 6100
 Training: +44 (0) 17 07 27 89 16

Distribution partners

Czech Republic
Autocont Control Systems S.R.O.
 Jelinkova 59/3
 CZ-721 00 Ostrava Svínov
 Tel: + 420 (0)59 / 5691 150
 ROB INV LVS PLC SRV

B:TECH A.S.
 Na Ostrove 84
 CZ - 58001 Havlickuv Brod
 Tel: +420 (0)569 / 408 841
 ROB INV LVS PLC SRV

Hungary
AXICONT AUTOMATIKA KFT.
 Reitter F. U. 132
 HU-1131 Budapest
 Tel: +36 (0)1 / 412-0882
 ROB

MELTRADE LTD.
 Fertő utca 14.
 HU-1107 Budapest
 Tel: +36 (0)1 / 431-9726
 INV LVS PLC SRV

Poland
MPL TECHNOLOGY SP. Z O.O.
 Ul. Krakowska 50
 PL-32-083 Balice
 Tel: +48 (0)12 / 630 47 00
 ROB INV LVS PLC SRV

Slovakia
AUTOCONT CONTROL S.R.O.
 Radlinského 47
 SK - 02601 Dolný Kubín
 Tel: +421 (0)43 / 5868 210
 ROB INV LVS PLC SRV

CS MTRADE SLOVENSKO, S.R.O.
 Vajanského 58,
 SK - 92101 Piestany
 Tel: +421-33-7742-760
 ROB INV LVS PLC SRV

Service Partners

Czech Republic
Precision Tools Service Czech S.R.O.
 Na Radosti 399
 15521 Praha 5
 Tel: +420-225-020-405

Hungary
Areva hangaria Kft.
 Zalatnai Street 2
 HU-1125 Budapest
 Tel: +36-1-487-72-35

