FACTORY AUTOMATION SYSTEMS
Fastems is the leading supplier of factory automation. Our business idea is to improve our customers’ competitiveness through automation and to get the most out of the 8760 production hours that are available each year.

**About Fastems**
Founded in 1901, Fastems is a privately held company headquartered in Tampere, Finland with over 400 employees. Subsidiary companies are located in the U.S., Japan and throughout Europe to provide global customers Lifetime Care on all delivered systems and devices. Exceptional products and customer service have made Fastems the FMS leader in aerospace, construction, mining, automotive, machine builders and a variety of tier 1 & 2 machine parts providers, and general machine builders such as printing, food, forest machines, and machine tools, mechanical engineering companies such as gear wheels, engines, and instruments, and component manufacturing and assembly factories.

By applying Fastems automation technologies, proven in over 1,000 FMS installations worldwide, you can:
- Vastly improve cycle times and throughput
- Reduce operator costs per part
- Increase spindle availability to take on more work
- Become more competitive.

**Fastems business idea**
- Fastems is the world’s leading supplier of FMS-based factory automation.
- Fastems is the largest integrator of FANUC robots in Europe.
- Fastems can provide practical production solutions to an ever demanding market.
- Fastems is always ready to discuss customer needs.

**Experienced partner**
- Over 1000 FMS systems.
- Over 1500 robot applications.
- 40% of systems and 80% of robot applications are customized.
- Lifetime Care encompasses all delivered systems and devices.
Automation pays off – always!

Fastems automation makes it possible to automate production with machine tools and thus enables unmanned production. At the same time, the production capacity and utilization rate of the machine tools are increased.

Stand-alone machine tools typically achieve less than 2000 spindle hours a year whereas machine tools integrated into an FMS system are able to exceed 6000 spindle hours per year. The best flexible manufacturing systems have reached over 7200 production hours a year in continuously changing batch production. Increased spindle utilization rates together with lower operating costs enable rapid return on investment (ROI).

Fastems makes it easy to integrate your machine tools into an automation system that optimizes their productivity. Using an FMS is easy: you just need to enter the order and its due date, and the system takes care of the rest.

Run your production just the way you want! Fastems can help you get your production running the way you want, whether your goal is to achieve lower operating costs and lower investment in personnel. Using an FMS with a just-in-time approach, kanban, mass production or variable batch sizes with steady quality, or 100% traceability of the manufactured parts.

With Fastems automation, you can reduce your cycle times and increase your productivity and utilization rates while keeping the WIP small.

More cash flow through improved lead times

Fastems automation frees tied-up capital, cuts personnel costs, and improves quality at the same time. Efficient material management and logistic systems together with advanced production planning features make it possible to run production with only a little presetting and fewer operating personnel, yet still improve quality as there are fewer human factors affecting the production.

This enables short lead times and small batch sizes, while preserving the benefits of mass production. Zero setup times with ready-to-use fixtures for repeatable jobs make batch sizes as small as one viable for profitable production.

The system saves factory floor space as materials, fixtures, and pallets are stored within the FMS.

Increased spindle utilization and lower operating costs enable fast return on investment:

Automation reduces costs, improves flexibility and provides better service to your customers:

- Economical batch sizes as small as one-offs.
- Less work in process.
- Improved cash flow and shorter lead times.
- Reduced energy costs when running spindles during the night and at weekends.

With automation, machine tool utilization can increase to over 6000h due to unattended manufacturing periods and the elimination of unnecessary machine stops:

- Setup times outside machines.
- Extra work shifts and weekends unmanned.
- No machine stops as operator breaks, tool maintenance, and material preparation can then be made while machines are running in automatic mode.

“Every machine tool deserves to be automated”
Products and factory automation solutions
**Touch of intelligence**

Fastems Manufacturing Management System (MMS) is an FMS control system that can extend from a controller for a single manufacturing cell to a full workshop-level management system with close integration to an ERP system. The MMS is an open, machine tool independent choice and there is no need for separate software for the management of NC programs, tools, materials, or workshop production orders.

With the MMS control system, all you need to do is tell what you need and when you need it, and the control system takes care of the rest. It shows the needed capacity, plans the job queues in an optimal way, calculates the needed resources, and shows when the parts will be ready.

Predictive scheduling combined with intelligent resource planning provides all users, from shop floor operators to management, with a clear picture on what resources need to be supplied and what tasks to perform during the day. Machine utilization is high when everybody knows what to do.

The MMS control system consolidates all loading area operations into a touch-screen operation panel. The operator has the key functions of the entire loading area at his fingertips. Fastems FMS Autopilot automatically selects the optimal jobs for loading stations and machines.

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**MMS DASHBOARD**
- Online monitoring
- Performance visualization
- User-configurable views

**MMS DATA MANAGER**
- Master data management
- Resource planning & monitoring
- Production order management
- Fine scheduling

**MMS STATION COMMANDER**
- Loading job execution
- Control of station movements
- Diagnostics & monitoring
- Material management

**MMS – Manufacturing Management System**
- Intelligent resource planning – more spindle time means lower unit cost per manufactured item.
- All user interfaces are browser based – provides the freedom to use them anywhere with laptops or tablets.
- Predictive scheduling – adapts automatically to changes in the production environment.
- Online, real-time production reporting – better knowledge to enhance your productivity.
- The pinnacle of 30 years of FMS integration experience – based on software experiences gathered from a thousand delivered FMS systems.
Maximized flexibility with an open integrator

The Fastems multi-level system (MLS) is a versatile FMS system that is available in a wide range of configurations from a single-machine tool cell to a complex FMS that includes several makes and models of machine tools, material management, integrated robot cells, warehouse functionality, etc. Any configuration is easy to extend and modify as needed. The MLS has large storage capacity and requires minimal floor space, and therefore allows you to increase your productivity and grow your FMS system as high as needed to reach your production goals.

Fastems multi-level systems are tailored to customer needs using modular construction. Multi-level systems can vary from single machine tool cells to factory-wide systems that include multiple machine tools and all manufacturing resources. Fastems can guarantee high availability thanks to long experience, standard modules, and hundreds of delivered systems.

<table>
<thead>
<tr>
<th>MLS-LD</th>
<th>MLS-MD</th>
<th>MLS-MDR</th>
<th>MLS-XMD</th>
<th>MLS-HD</th>
<th>MLS-XHD</th>
<th>MLS-UD</th>
<th>MLS-UDD</th>
<th>MLS-UXD</th>
<th>MLS-Special</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominal load (kg)</td>
<td>700</td>
<td>1500</td>
<td>1700</td>
<td>2500</td>
<td>6000</td>
<td>10 000</td>
<td>16 000</td>
<td>20 000</td>
<td>25 000</td>
</tr>
<tr>
<td>Pallet size, typical (mm)</td>
<td>500 x 500</td>
<td>630 x 630</td>
<td>630 x 630</td>
<td>800 x 800</td>
<td>1000/1250 x 1000</td>
<td>1250/1600 x 1250</td>
<td>up to 6000</td>
<td>20 000</td>
<td>25 000</td>
</tr>
<tr>
<td>Load handling device</td>
<td>parallelogram mechanism</td>
<td>telescopic forks</td>
<td>turntable with rigid forks on linear guides</td>
<td>telescopic forks</td>
<td>roller unit</td>
<td>customized</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Material pallets in the same system</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
</tr>
<tr>
<td>Material pallet size, typical (mm)</td>
<td>800 x 600</td>
<td>800 x 1200</td>
<td>1000 x 1000</td>
<td>800 x 1200</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
<td>option</td>
</tr>
<tr>
<td>Number of integrated machine tools</td>
<td>unlimited</td>
<td>unlimited</td>
<td>unlimited</td>
<td>unlimited</td>
<td>unlimited</td>
<td>unlimited</td>
<td>unlimited</td>
<td>unlimited</td>
<td>unlimited</td>
</tr>
</tbody>
</table>

Fastems MLS, tailored to your needs:
- Optimal utilization of the available space
- Multiple pallet sizes in a single system
- Possibility to include material pallets in the same system
- Several optional devices, such as washing machines, robot cells, and measuring cells, can be integrated into the system
- Standard and tested modules to fulfill your specific requirements
- High availability guaranteed for the system
- FMS control system from the same supplier
Fastems rail-guided vehicles are specially designed for FMS. Thanks to a wide range of different sizes and load handling devices, the price/performance ratio for each load size is optimal. Strong double-mast construction and two-point support enable high speed and high availability with minimal maintenance.

Fastems offers a wide range of FMS loading stations from which you can always find the most efficient and ergonomic solutions for loading and unloading your machining pallets.

Depending on the pallet and load size, the load can be transferred, lowered, rotated, and/or tilted to give the operator the best possible access to the workpieces. If this is not enough, various kinds of movable or static work platforms can be integrated into the loading area. Hydraulic or vacuum clamping can also be integrated into the loading stations, either with a manual hydraulic unit or a completely automated system.

All loading stations can be accessed with an over-head crane for lifting parts and pallets. Occupational safety and health as well as work environment and ergonomics are taken into account when the stations are developed.

The material stations can handle wooden material pallets, metal material pallets, gitterboxes, and customer-specific loads in both standard and special sizes.
Fastems flexible pallet container, FPC, is a standard solution for integrating up to two identical machine tools in a smart way.

The FPC provides machine tool suppliers with a complete FMS installed in a 'container' and designed for a specific machine tool type. Each FPC contains all the equipment required for an automated pallet storage and handling system.

This Fastems innovation provides an advanced and cost-effective alternative to conventional pallet pools, turning your machining center into an automated FMS system.

**Technical information:**

<table>
<thead>
<tr>
<th>System type</th>
<th>FPC-750</th>
<th>FPC-1000</th>
<th>FPC-1500</th>
<th>FPC-3000</th>
<th>FPC-7500</th>
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<tr>
<td>Nominal load (kg)</td>
<td>750</td>
<td>1000</td>
<td>1500</td>
<td>3000</td>
<td>7500</td>
</tr>
<tr>
<td>Nominal machining pallet size (mm)</td>
<td>400 x 400</td>
<td>500 x 500</td>
<td>630 x 630</td>
<td>800 x 800</td>
<td>1000 x 1000</td>
</tr>
<tr>
<td>Control system</td>
<td>Fastems MMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- options</td>
<td>standard FPC option list</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of pallet places in the base system</td>
<td>12</td>
<td>10</td>
<td>10</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>- with one extension module</td>
<td>24</td>
<td>20</td>
<td>20</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>- with two extension modules</td>
<td>36</td>
<td>30</td>
<td>30</td>
<td>18</td>
<td>12</td>
</tr>
</tbody>
</table>

*Load handling needs to be performed from below the pallet. Otherwise the total load weight (including pallet) is less than 3000 kg.
Our Flexible pallet magazine, FPM, is a configurable flexible manufacturing system that offers you versatility in size, number of machines, and control features. The FPM is ready to enhance your productivity with several key features.

A full package for versatility
The Flexible pallet magazine provides a cost-effective alternative for more flexibility when the tailored MLS system seems too big an investment and the FPC container is not quite enough anymore. Based on standard modules with configurable options, the FPM is an ideal and easily affordable solution for machining workshops to increase their automation level and unmanned production.

Made to be effective
The FPM has been designed with special focus on quick installation and easy maintenance, and Fastems can also support you with a comprehensive service package. In addition, the FPM control system provides users with an easy-to-learn and easy-to-use graphical interface. Whatever your needs, the modular system can grow together with your production goals – as far as your vision can take you. The base system can be extended with a wide range of options and Fastems support services.

Gain clear benefits:
- High availability
- Efficient space utilization
- Modular design
- Simple operation
- Minimal service requirements
- Extendible from a single machine cell into a full-scale FMS line
- Short delivery time with quick installation and start-up

The base system consists of:
- 2- or 3-level storage on one side
- Stacker crane
- LSC loading station
- Machine tool interface
- Fastems FPM control system

General FPC layout

Stacker Crane

Length (Extended System)

Master PC

Loading Stations

Center line of pallet on APC

Range for machine positioning (in 100 mm steps)

Pallet top surface approx. 750–850 mm
Technical information:

<table>
<thead>
<tr>
<th>System type</th>
<th>FPM-750</th>
<th>FPM-1100</th>
<th>FPM-1700</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominal load (kg)</td>
<td>750</td>
<td>1100</td>
<td>1700</td>
</tr>
<tr>
<td>Nominal machining pallet size (mm)</td>
<td>400 x 400</td>
<td>500 x 500</td>
<td>630 x 630</td>
</tr>
<tr>
<td>Nominal machining pallet size (mm)</td>
<td>400 x 500</td>
<td>500 x 630</td>
<td>630 x 800</td>
</tr>
<tr>
<td>Control system</td>
<td>Fastems MMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- options</td>
<td>standard FPM option list</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of pallet places in base system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-level</td>
<td>16</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>3-level</td>
<td>24</td>
<td>18</td>
<td>12</td>
</tr>
<tr>
<td>- with standard extensions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-level</td>
<td>+n x 8</td>
<td>+n x 6</td>
<td>+n x 4</td>
</tr>
<tr>
<td>3-level</td>
<td>+n x 12</td>
<td>+n x 9</td>
<td>+n x 6</td>
</tr>
</tbody>
</table>

The modular FPM construction allows flexible layouts for different kinds of production needs.

Illustrative and easy-to-use MMS user interfaces enhance daily production operations.

How Can A Fastems FMS Make You More Profitable?

- Improves cycle times and throughput
- Reduces operator cost-per-part
- Enables unattended and lights-out operation
- Increases spindle availability & provides flexibility so you can take on more work
- Reduces Work In Process (WIP)
- Provides consistent part quality
- Uses floor space more effectively
- Improves Just In Time (JIT), KANBAN, time-to-market capabilities
- User-friendly operating system manages everything

The modular FPM construction allows flexible layouts for different kinds of production needs.
Experienced forerunner in robotics

The largest Fanuc robot integrator in Europe and a proven system partner

Fastems has delivered over 1500 robots for a wide range of applications including:

- Machine tending
- Finishing, deburring, and grinding applications
- Pallet handling automation, RoboFMS
- Other material handling operations connected to the previously mentioned ones

RoboFMS – integrating robotics into the Fastems FMS family

Fastems RoboFMS is the natural extension of the Fastems FMS family. The RoboFMS enables automation for a wider range of machine tools, including machine tools without automatic pallet changers. With the help of automatic tool changing, additional process phases such as deburring, measuring, and washing can easily be accomplished with the robot or robots.

The brain of the RoboFMS is the most famous FMS control system, Fastems MMS. With an installation base of nearly one thousand licenses and decades of development, Fastems MMS offers ultimate reliability and functionality. Layout flexibility enables easy access to the machine tools and multiple extension possibilities.

Strong focus on customer satisfaction through modular robotics product range

Fastems modular machine tending product family is perfect for automatic loading and unloading of parts into machine tools. Robotic material handling is a quick and reliable step to increase the utilization rates and productivity of machine tools.

FastWizard makes the difference

Introducing a new part into production has never been easier than with the Fastems FastWizard cell controller family. Day-to-day operations can be done without experts. A robot program for a new part can be created in minutes via the wizard-based user interface simply by entering the relevant product parameters. FastWizard covers all applications from simple to more demanding ones and everyone can use it.

All machine tending robot cells can be equipped with vision systems enabling flexible material feeding without guiding and fixturing. Fastems robot cells supports all general material feeding methods used in modern factory, such as material pallets, carts, and conveyors. Furthermore, customer-specific work processes, feeders, and material magazines can be integrated on request.
Robotic deburring and finishing applications – guaranteed quality and work satisfaction

Fastems offering for deburring and finishing tasks includes both stand-alone and FMS-integrated robot cells. Tooling for finishing cells can be selected from either cost-efficient pneumatic spindles or multi-purpose electric spindles.

Choosing electric spindles enables the use of a wide variety of different tools with a high power rate, thus bringing the process capabilities of the robot cell one step closer to machine tools. Fastems robot cells can also be equipped with force control in order to meet the most strict requirements for process monitoring and controlled material removal.

Fastems competence center in Finland is continuously developing new methods and processes to meet even higher criteria for quality, repeatability, and productivity.

Fastems has intensely focused on expanding the company’s software development capability in order to offer turn-key deliveries of FMS systems, machine tending robot cells, and deburring robot cells, and also to cover the needs of the modern workshop on total integration of material handling and production data management.

Fastsimu by Fastems

Fastems robot cells fully support off-line programming. This is guaranteed through high mechanical accuracy and a deep understanding of off-line programming methods.

Fastems offering also includes one of the most powerful software programs for off-line programming and simulation, Fastsimu, which is a dedicated software application for robotic milling, grinding, and deburring tasks. Fastsimu includes extended in-house features to handle the massive number of positions needed especially for finishing complex geometry and 3D curved surfaces. Fastsimu supports a wide range of native CAD formats.

A Proven Process For Customer Satisfaction

- Skilled, experienced project managers oversee design, manufacturing and installation
- On time delivery with all agreed-upon, pre-tested functionality
- Fastems Industrial Services Department provides prompt, efficient support throughout the life of the installation through a 24-hour call center and strategically located service offices
Tool Management Made Easy: Central Tool Storage

In any manufacturing process tools wear out, break or simply need replacing during a changeover. Obviously these interruptions increase when your system includes multiple machine tools. In addition, some expensive special tools are only needed every now and then in different machines. Replacing tools not only halts production, it also adds labor time to the manufacturing process. That’s why Fastems developed its Central Tool Storage (CTS) systems.

Through a software module added to the exclusive Fastems MMS control system, CTS automatically maintains machines’ tool magazines, replaces tools as needed and expensive special tools can be shared among different machines.

A typical CTS system includes a compact, rack-type tool magazine and a tool gantry serviced by robots equipped with tool grippers and tool chip readers, all directly managed by the MMS control.

How does a Fastems CTS system enhance productivity?
- Greater tool availability means increased machine tool spindle time
- Enables longer periods of unattended and lights out production
- Reduces tool replacement labor costs
- Lowers tool costs because machines share tools
- Eliminates duplication of special tools
- Monitoring of tool wear means longer tool life and improved part quality

By adding robotic autoloading into your system, you can make your FMS system capable of large-scale serial manufacturing in an effective way.

By storing the materials in your FMS system, you can automate your process from material management to ready parts. At the same time, the FMS control system minimizes the need to keep parts in stock and completes the needed parts just on time.

Deburring is not particularly pleasant work. By adding a robotized deburring cell into your FMS, you can solve the problem and add value to your process. Ready in one go.

By adding a robotized machine tool tending cell into your FMS, you can integrate lathes and various other types of machines into your FMS so that materials are delivered to the cell via the FMS. This automates the material flow to the cell and keeps it from limiting your process.

You can automate the material flow of any manual operation cells by integrating them with the FMS as well!
Special FMS solutions

Fastems also delivers systems for custom sizes. These systems include custom load handling solutions that are able to handle wide-area pallets, extra-heavy loads, long loads, etc.

- Rail-guided vehicle with multiple telescopic forks for long loads.
- Wide-area pallet FMS
- Rail-guided vehicle with multiple telescopic forks for long loads.

VPS – Vertical pallet system
Full-featured FMS for machining workpieces on vertical pallets.

The really big pallets up to 40 metric tons are handled with the ULS (uni-level system) or VPS (Vertical Pallet System) stacker cranes. The ULS is designed for machining centers using big pallets in horizontal position. The VPS is used for (horizontal) machining centers using big pallets in vertical position.

A full range of auxiliary equipment and interfaces allows you to complement your system with a variety of devices and functions. These devices will further help you in achieving the ultimate goal of 8760 annual production hours.

- Manual hydraulic unit.
- Integrated pallet washing machines.
- Robotic grippers, hydraulic fixtures, and special mechanical fixtures.
The productivity of a workshop is directly proportional to the availability of its systems and devices. If the availability decreases, the same happens to productivity and soon to competitiveness as well. Effective maintenance in cooperation with properly executed production maintains the availability at a high level, brings security, and is a basic precondition for a productive workshop.

Securing the availability of manufacturing systems is collaborative work. In addition to daily operation, situations that require special skills may arise. This is when the supplier’s ability to react quickly and expertly shows its value. More and more software is provided with versatile and user-friendly features included in modern production systems, which increases the need for experts and the needed level of expertise.

Fastems has long-term experience with production technology, machine tools, tools, robotics, and workshop automation. Expert service from our technical support are at your disposal as well as centralized access to the expertise and vast experience of more than 400 employees at Fastems. The expertise of technical support is particularly focused on software and control systems, such as Fastems MMS.

For Fastems customers, expert services are always only a phone call away. Emergency service is available 24/7. Fastems is a pioneer in using remote support which, for example, makes software changes, parameterization, and production support of automation solutions possible.

Local Fastems service teams at your service
Fastems is present in all our key markets. Fastems service offices provide you with an easy access point to our services experts, with local market knowledge and language. In addition to the local service teams, Fastems has global teams to support you in installation, commissioning, spareparts, and Teleservice. Built-in flexibility of the organization makes it possible to find a solution to all sizes of projects – globally.

Maximize your productivity in cooperation with Fastems
Fastems’ goal as a company is to improve your competitiveness through automation and unmanned production technologies. High availability and utilization of solutions do not come by accident. Our Lifetime Care services are there to support you to get the maximum out of your production equipment and automation solutions – and the 8760 production hours that are available in a year.

Technical support experts always at your service

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Fastems Lifetime Care - More Value for Your Time

Maintenance agreements to secure system availability with known cost
Productivity of your factory is directly dependent on the availability of the production machinery. Periodical maintenance is an important tool for securing availability and safety of the automation systems at all times. As a leading supplier of factory automation systems, Fastems has long experience in periodical maintenance. With service agreements, it is possible to purchase the needed services with known cost and availability:

<table>
<thead>
<tr>
<th>Item</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 2+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote support, including Teleservice</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Service ERP, maintaining readiness for service</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Periodical maintenance visits, on site</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preventive control system analysis and reporting</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Contract customer also gets guaranteed response times for support requests. Fastems also records all service events in a service database. This guarantees that we can track the history of the maintained solution and plan the maintenance actions accordingly.

Over 30 years experience in automation project implementation
Fastems has a solid track record from project implementation, installation, and commissioning. With the experience of over 1000 flexible manufacturing systems and 1500 robotics applications deliveries, Fastems can find its customers the optimal way to implement solutions and integrate them to other existing production systems.

Competence development
Running your production with maximum efficiency and quality requires not only state-of-the-art production machinery. People and their expertise will determine your results and competitive position. Fastems can help you to develop the competencies so that you can utilize the solutions to the maximum extent. As a result, your efficiency and flexibility will increase. Also, the work safety and personnel motivation will be secured.

Managing the solution life cycle to fulfill your future needs
Because the delivered FMS or robotics solutions are in productive use for several years, even decades, Fastems aims to long-term partnerships with its clients. Your production needs, integrated machines, and requirements will most probably change several times during this period, and the system needs to be modified accordingly. In Fastems systems, the possibility to enhance and modify is inbuilt. As an example, more than 50% of our current projects are modifications to our already delivered solutions - there are over 1000 of those in the market! Fastems has also experts to consult you in various change needs. Our role can vary from advisory to a turn-key modification projects.

Complete service portfolio for robotics solutions
Fastems robotics services cover the whole lifetime of the solution from solutions and applications development to periodic maintenance visits, parts, and technical support.

Spare parts for fast recovery
Spare part services play an important role in fulfilling the availability requirements. We concentrate on both, preventive actions, such as spare part packages or smaller modernizations, and reactive actions, such as fast and prompt spare part delivery. Your access points to spare part services are in most cases local Fastems service offices. They handle initial technical investigations and check whether they have the parts in stock locally. Increasing number of our customers are interested in having the most critical parts at their premises. The reason is, of course, that the automation system is in a key role for their production and it makes sense to invest in extra security.

Easy access to Fastems knowledge base via Technical Support
Fastems is one of the pioneers in remote connection based service and support, which we call Teleservice. Since the 1980s, all delivered Fastems flexible manufacturing systems have included readiness for remote support. With Teleservice, we can help you achieve the availability targets for your FMS or robotics solution and provide valuable information to further develop your production. For you, this means increased production and saved costs as possible errors or problem situations can be investigated immediately with minimized production disturbance. Also over 80% of problem situations can be solved without on-site visit which means direct savings in service costs as well.

Spare parts for fast recovery
Spare part services play an important role in fulfilling the availability requirements. We concentrate on both, preventive actions, such as spare part packages or smaller modernizations, and reactive actions, such as fast and prompt spare part delivery. Your access points to spare part services are in most cases local Fastems service offices. They handle initial technical investigations and check whether they have the parts in stock locally. Increasing number of our customers are interested in having the most critical parts at their premises. The reason is, of course, that the automation system is in a key role for their production and it makes sense to invest in extra security.
If you have any questions regarding the content, contact your nearest Fastems office or authorized dealer. Designs and specifications are subject to changes without notice. Fastems is not responsible for differences between the information in the catalog and the actual systems, software or other functionality.

Fastems authorized dealers

**Netherlands**
Henk Kremers
Tel. +31 (0)40 7875625,
(0) 653210172
Fax: +31 (0)40 2045647
henk@valkworks.nl

**Russia**
Pumori-North-West Ltd
Dimitri Verigin
Tel. +7 812 622 05 46
Fax: +7 812 622 05 47
verigin.dmitrii@pumori.ru

**Spain**
DTC Tecnologìa S.L.
Pol. Osmalde, Zelai Haundi 1
20170 Uribiti-Gipuzkoa-España
T:943 376050
dtc@dtctecnologia.com
www.dtc.tecnologia.com

www.fastems.com