

To our valued clients

April 10, 2019
Canon Machinery Inc.
Semiconductor System Business Headquarters

Notification Regarding Discontinuation of Maintenance Support

(Affected equipment: BESTEM-D01, D02 series)

Canon Machinery Inc. would like to take this opportunity to thank our valued clients for their continued patronage and to further express our sincere gratitude for their continued support towards our products.

The company had previously adhered to a fixed maintenance period, which included a supply guarantee term that, in principle, lasted for seven years after product delivery, and provided component supply and repair services to the fullest extent possible beyond the supply guarantee term.

However, more than fifteen years have passed since the initial shipment of the BESTEM-D01 and D02 series, and the company has become unable to obtain main components for them, including practical parts such as motor drivers and control system controllers, due to discontinued production. Acceptance of repair requests has also ended for a number of these components.

The company has been conducting various countermeasures to extend the lives of these devices, including substituting other replacement components, securing replacement components in-house and requesting repairs directly from manufacturers. However, these measures are currently nearing their limits.

As such, with much regret, we have to announce our cancellation of support maintenance for the aforementioned device models, effective as of end-September 2019.

As for other device models, the company will continue to offer its support beyond the seven-year mark following their delivery for as long as possible. However, the number of cases in which we may not be able to fulfill to previous expectations is likely to increase, and we ask for your kind understanding moving forward.

The company is taking the aforementioned measures out of necessity and, in the future, intends to continue offering its cooperation to the fullest extent possible. We apologize for any inconvenience and humbly request your kind understanding.

Finally, we would like to take this opportunity to extend our best wishes for the continued support of our business activities and the further expansion of your companies. We sincerely thank all of you for your continued patronage.

- Affected models:
 - BESTEM-D01, D01Np, D01R
 - BESTEM-D02, D02H
 - Special models based on the models listed above
- Date of maintenance support stoppage: End-September 2019

Please direct all inquiries related to this matter to the following:

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 Headquarters
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Additional information: Primary device components subject to production stoppage

No	Name	Model	Manufacturer
1	Linear motor actuator	RDM-model (listed below are models offered by Canon Marketing Inc.) SUB80502-000060P1R1 SUB80502-000060P1R2 SUB80502-000060P1R3 SUB80511-023060P1R2 SUB80502-000060P1R4 SUB80502-000060P1R5	THK
2	Controller	NC2BC-CB3NM-MX NC2BC-CB3NM-MA (all types)	Omron
	Control system controller	NC2BC-CB3NM-MXP-CPUMMI (all types) NC2BC-CB3NM-MXP-CPUCTR (all types)	
3	Servomotor (sigma II type)	SGMAH type	Yasukawa Electric Corporation
	Servopack (sigma II type)	SGDM, SGDH, SGDD, SGDJ (all types)	
	Servomotor (sigma III type)	SGMAS type	
	Servopack (sigma III type)	SGDS type	
4	Servomotor (J2S series)	HC-MFS type	Mitsubishi Electric
	Servo driver (J2S series)	MR-J2S type	
	Servomotor (J3 series)	HF-MP, HF-KP (all types)	
	Servo driver (J3 series)	MR-J3 type	
5	Recognition circuit board	Ginga++M2, M4	LINX
		Ginga digital-CL2	

Notes: The primary device components listed above are subject to production cease. This list also contains items that can currently be repaired. However, in cases when obtaining components becomes problematic, we may become unable to provide repair services for affected items earlier than the estimated time of repair stoppage. Additionally, we may encounter circumstances under which we are unable to provide repair services for device components not listed above. Time necessary for repairs varies substantially depending on the case. We kindly ask for your understanding.