

Discontinuation of spare parts for the NX100/NXC robot generation

Dear customers,

We would like to inform you that spare parts for the NX100 and NXC robot/controller generation will no longer be available.

The NX100 and NXC product series was already discontinued in 2010. Yaskawa guarantees spare parts availability for at least 10 years after production has ceased. For the NX100 and NXC generations, this was guaranteed until December 2024, exceeding the originally promised warranty period. Current delivery times therefore depend on availability and the quantities requested.

As a note for NX100 generation painting robots, discontinuation is expected to take place at the end of 2026.

Short-term discontinuations by suppliers can also lead to delivery bottlenecks and increased delivery times. We therefore recommend that you start stocking up on spare parts that are critical to your production now and would also be happy to advise you on other options for securing 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 - 2000

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 about the services offered and the terms and conditions at the following contact details:

TCS-Sales

Phone: 0 81 66 / 90 - 2002

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 - 2005

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 / NXC	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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