

Mitsubishi Electric Corporation **Industrial•Collaborative** Robot

# MELFA Technical News

**BFP-A6079-0364**
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**Subject:** Maintenance log function of iQ Care MELFA Support, a support service for industrial and collaborative robots Release Announcement

**Applicable to:** MELFA FR/CR Series Industrial Robots MELFA ASSISTA Series Collaborative Robots

Thank you for your continued support of Mitsubishi industrial robot “MELFA”.

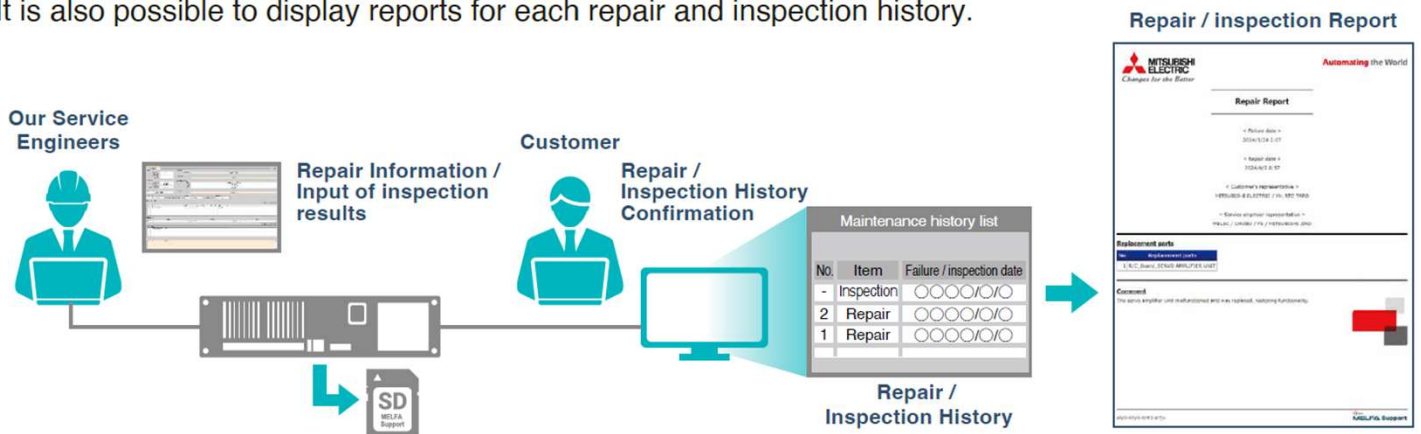
A maintenance history function has been added to the iQ Care MELFA Support service for industrial and collaborative robots. The history of repairs and inspections can be checked.

## 1. Summary

**iQ Care MELFA Support also supports maintenance management.**

### Maintenance history function **NEW!**

It is possible to check the repair and inspection history that has been carried out. It is also possible to display reports for each repair and inspection history.



Our service engineers input the results of repairs and inspections as maintenance history. The entered maintenance history information can be checked at any time by accessing the controller.

- \*“iQ Care MELFA Support” must be enabled to use this function.
- \*MELSOFT “RT ToolBox 3” is required to check the maintenance history. (The software version must be 2.40S or later.)
- \*For details, refer to the iQ Care MELFA Support Owner's Manual.

## 2. Deployment Benefits

Advantages | Past repair and inspection history can also be checked



**End user**

I remember this robot breaking down before, but what is it?  
Can you tell by looking at the email? But it's also a hassle  
to find emails...

You can use the maintenance history function of iQ Care  
MELFA Support to check the repair and inspection history  
of your robot.  
It is also possible to display a report for each repair /  
inspection history, and you can easily check the details of  
the implementation details.



**System integrator/equipment manufacturer**

I heard someone had fixed the robot earlier, but I  
don't have the details. I wonder if there is a simple  
way for me to figure out parts replaced during repairs  
and if there were any problems found during the  
check-up.

iQ Care MELFA Support can give you a list of the  
last 50 repairs and inspections beforehand.  
To access the history, simply click the button.  
The process is straightforward.



### Repair / Inspection History

No.	Item	Failure / Inspection date	Repair date	Stepping time (hr)	Replacement parts / Inspection type
-	Inspection	2024/04/24 11:15:54	-	-	Precise inspection
2	Repair	2024/03/30 19:43:08	2024/03/31 04:07:15	8	R/C_Board_POWER SUPPLY
1	Repair	2024/03/28 02:57:10	2024/04/02 08:57:33	126	R/C_Board_SERVO AMPLIFIER UNIT

### Repair / inspection Report

**MITSUBISHI ELECTRIC**  
*Changes for the Better* Automating the World

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**Repair Report**

< Failure date >  
2024/03/28 0:07

< Repair date >  
2024/03/31 0:07

< Customer's representative >  
MITSUBISHI ELECTRIC / No. 401-1840

< Service engineer representative >  
MELUC / CHUO / PE / MITSUBISHI 280

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**Replacement parts**

No.	Replacement parts
1	R/C_Board_SERVO AMPLIFIER UNIT

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**Comment**

The servo amplifier unit malfunctioned and was replaced, restoring functionality.

iQ Care MELFA Support

## 3. Product Information

iQ Care MELFA Support(Japanese language only):

<https://www.mitsubishielectric.co.jp/fa/products/rbt/robot/pmerit/melfasupport/index.html>