



# How to Get Help Resource Guide

## Getting Help with Adept Products

For the most efficient service, use the contact information provided on the Adept website. For general questions, you can contact Adept corporate headquarters in California:

Adept Technology, Inc.  
5960 Inglewood Dr.  
Pleasanton, CA 94588  
Tel: (925) 245-3400  
Fax: (925) 960-0452

## Information and Support Resources

**Adept Web Site:** <http://www.adept.com>

The Adept web site provides the most current product, sales, and support information.

**Contacts:** <http://www.adept.com/contact/americas>

The Contacts area provides Adept contact information for the Americas, Europe and Asia/Pacific Rim.

**Document Library:** [http://www.adept.com/main/KE/DATA/adept\\_title\\_index.htm](http://www.adept.com/main/KE/DATA/adept_title_index.htm)

The Adept Document Library contains Adept Manuals, FAQs and Quick Reference Guides.

**User Forums:** <http://www.adept.com/forum>

The Adept User Forums contain user discussions, support, and programming examples.

**Adept Download Center:** <http://www.adept.com/support/downloads/file-search>

The Adept Download Center provides access to software updates, application plugins and examples, and product CAD files.

**WEEE/RoHS Information:** [http://www.adept.com/contact/\[americas or asiapacific-rim or europe\]](http://www.adept.com/contact/[americas or asiapacific-rim or europe])

The WEEE/RoHS section provides locations of WEEE drop-off sites, and Adept WEEE/RoHS Policy.

**Support:** <http://www.adept.com/support/service-and-support/main>

The Support area provides access to hotline support, field service, upgrades and spare parts. For better service, note the hardware serial numbers and software versions for your system. To get this information, type the ID command at the V+ monitor prompt.

Support Type	Hours of Operation	Contact
Service Calls: <ul style="list-style-type: none"> <li>Warranty claims</li> <li>Systems troubleshooting</li> <li>Field service and repairs</li> <li>Hardware failures</li> <li>Emergency parts orders</li> </ul>	6:00 AM to 4:00 PM Pacific time, Monday through Friday  24/7 emergency, production-down technical assistance	Tel: (800) 232-3378 toll-free hotline Tel: (925) 245-8182 hotline Fax: (925) 245-8108 support@adept.com  after-hours support: Tel: (800) 780-3319 (toll free) (757) 278-1872 (outside US/Canada)
Application Hotline: Software configuration and programming support	9:00 AM to 6:00 PM Eastern time, Monday through Friday	Tel: (800) 552-9918 toll-free hotline apps@adept.com

## Europe Contacts

For additional contact and service information for Europe, please see the Adept website:

**Contacts:** <http://www.adept.com/contact/europe>

**Service:** <http://www.adept.com/support/service-and-support/europe-support>

Office Location	Address	Contact
Dortmund Germany European Headquarters	Adept Technology GmbH Otto-Hahn-Str. 23 44227 Dortmund Germany	Tel: +49-231-75-89-40 Fax: +49-231-75-89-450 info.de@adept.com
Benelux (Belgium, Netherlands, Luxemburg)	Adept Technology, Inc. Dirk Loogenstraat 1 3814 BC Amersfoort Netherlands	Tel: +31 (0)33-480-0371 Fax: +31 (0)33-480-0372
France, Annecy	Adept Technology France SARL Parc Altaïs 25, rue Véga 74650 Chavanod France	Tel: +33 (0)4-5002-8116 Fax: +33 (0)4-5069-1359
France, Massy	Adept Technology France SARL Parc Du Moulin de Massy 41, rue du Saule Trapu CE-222 91882 MASSY Cedex France	Tel: +33 (0)1-6919-1616 Fax: +33 (0)1-6932-0462 Paris.Tech@adept.com

## Asia/Pacific Contacts

For additional contact and service information for Asia/Pacific, please see the Adept website:

**Contacts:** <http://www.adept.com/contact/asiapacific-rim>

**Service:** <http://www.adept.com/support/service-and-support/asiapac-support>

Office Location	Address	Contact
Singapore/Asia/Pacific	Block 5000 Ang Mo Kio Avenue 5 #05-12 Techplace II Singapore 569870	Tel: +65 6755 2258 Fax: +65 6755 0598 asia@adept.com