



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 Drive
Pleasanton, CA 94588
Tel: (925) 245-3400
Fax: (925) 960-0452

Information and Support Resources

Adept Website: <http://www.adept.com>

The Adept website 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

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. Registration is required to access the Download Center.

WEEE/RoHS Information: <http://www.adept.com/contact/americas>

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, click **Help > About**. . . in Adept ACE, and/or type the **ID** command at the V+ monitor prompt.

Support Type	Hours of Operation	Contact
Service Calls: <ul style="list-style-type: none"> Warranty claims Systems troubleshooting Field service and repairs Hardware failures Emergency parts orders 	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: <ul style="list-style-type: none"> Software configuration Programming support 	6:00 AM to 3:00 PM Pacific 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>

WEEE/RoHS Information: <http://www.adept.com/contact/europe>

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

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>

WEEE/RoHS Information: <http://www.adept.com/contact/asiapacific-rim>

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

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
China, Shanghai	889 Yishan Road Block 2, Floor 2 East Shanghai, China 200233	Tel: +86 21-3356-2769 Fax: +86 21-3356-2759 asia@adept.com