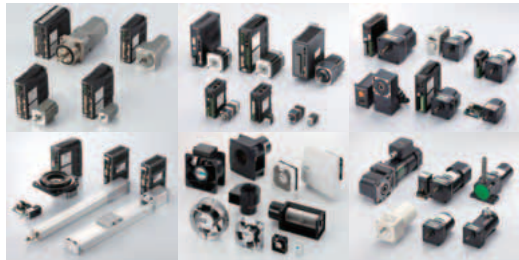


Oriental Motor Provides Customer Support for Products and Services

Find the Right Solution from
Approximately 50,000
Products



Always Available,
Before & After Sales Support
Services



At Oriental Motor, we carry nearly 50,000 products, including motors, actuators and fans.

With our solid production, quality control and logistics systems, Oriental Motor products can be delivered to customers when they need it, in as little as 1 day, starting from an order of just 1 piece.

Oriental Motor also offers an extensive support system to help customers select the optimal product. From selection, design and equipment setup to after-sales services, Oriental Motor provides support for all of our customers' needs.

Interested in Learning How the Products **Work**? Contact Us to Find Out More.



By Phone

In a hurry or need to talk with a member of our full-time staff?
Give us a call!

Customer Support Center

- Toll-free
USA/Canada: TEL: 800-468-3982
Mexico: TEL: 01-800-681-5309
- Hours: Monday~Friday 8:30 EST~5:00 PST



Website

For online inquiries and product name and technical
information searches, please use our website.

www.orientalmotor.com

Contact Oriental Motor in the Following Situations

How to Use a Product, Choosing a Product, or Retrieving Information Right Away

By Phone

Customer Support Center

Just call Oriental Motor for any questions or inquiries.



- Toll-free
USA/Canada: TEL: 800-468-3982
Mexico: TEL: 01-800-681-5309
- Hours: Monday~Friday 8:30 EST~5:00 PST

Website

Online Inquires

- ▶ Technical Support Email
- ▶ Live Chat
- ▶ Q & A Forum
- ▶ On Demand Technical Videos



Selecting a Product by Specification or Calculating Torque Values

Website

Motor Sizing Tool

Designed to make sizing a motor for your application faster and easier, use our sizing tool to calculate the necessary torque, speed, stopping accuracy and system inertia when selecting a proper motor for the application.

Sizing and Selection Service

Contact our Technical Support team and we will size the appropriate motor for your application based on your specifications and requirements at techsupport@orientalmotor.com.



Get an Estimate or Purchasing Today for as Little as One Piece

At Oriental Motor, customers can request an estimate or place an order for as little as 1 piece by phone or on our Website.

Same Day Shipping

No Minimum Order Quantity

Find Your Lead-Time with Part Number Search

By Phone

Customer Support Center

- Orders can be placed by phone.
- Confirmation of the delivery date and arrangements for handling are also available.

- Toll-free
USA/Canada: TEL: 800-468-3982
Mexico: TEL: 01-800-681-5309
- Hours: Monday~Friday 8:30 EST~5:00 PST

Website

Oriental Motor Online Ordering

- Find prices and accessories
- Order via Credit Card or PayPal Account
- Request a quote
- Find your product lead-time through the part number search



Find Information, Services, Tools and Order Online

MyPage

Register for MyPage to build your custom online catalog, view order history and access special content and promotions.

Motor Sizing

Online Motor Sizing Tool allows you to easily input the requirements of your application to calculate the performance requirements for a motor such as speed, torque and inertia.



Search

Search by Part Number, Keyword or Specification.

Live Chat

Ask questions and get live support.

Products

Learn about the latest products and technology. Compare features and benefits and view full product specifications.

Online Product Catalog



Order Online

- Convenient online ordering is available through the website.
- Pay by credit card or through PayPal.
- Register for MyPage to save your shopping cart, view order history and re-order.

Product Lead Time

- Quickly and easily find the Lead Time for our standard products.

Full Product Specifications

- View pricing, specifications, features, dimensions, performance characteristics, connection & wiring diagrams and more.

Downloads

- Download Operator Manuals, Brochures and CAD files.

Accessories

- Easily select product accessories, cables, drivers and controllers to build a complete system.

Product & Technology Training

As the world leader in motion control systems, Oriental Motor has experience and knowledge in a wide range of areas related to motion control. Oriental Motor's team of application specialists, engineers and technical support staff have a wealth of knowledge to share. As part of our commitment to provide the latest technology and service, Oriental Motor is now offering in-depth product and technology training for all; online or on site.
orientalmotor.com/support/training.html

Live Seminars

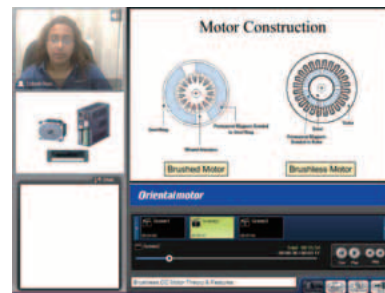
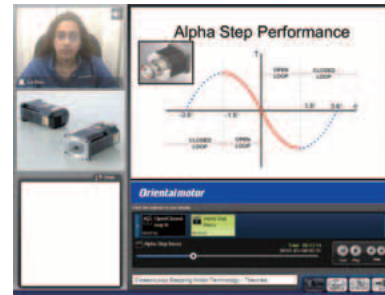
Join Oriental Motor's online seminars for live product demonstrations and training. Ask questions and get personalized product recommendations.

On-Demand

Oriental Motor offers a wide range of on-demand training videos on our website. Learn about products and technology on your schedule.

On-Site

Oriental Motor offers in-person training and product demonstrations at your location. Contact your local sales office for more information or to schedule an on-site training seminar.



Need Onsite Support?



Visit by a Service Engineer

Field Service

If an issue cannot be resolved over the phone, a service engineer may visit the site.

- The service is free.
- The service engineer will check for malfunctions, problems, and check the settings.

Call us first.

- Toll-free
 USA/Canada: TEL: 800-468-3982
 Mexico: TEL: 01-800-681-5309
- Hours: Monday~Friday 8:30 EST~5:00 PST



Need a Product Inspected or Repaired?



Inspection and Repair Request

After-Sales Service Center

- Requests can be made directly, regardless of where the purchase was made.
- Inspections are free, and an inspection report will be provided.

Request method

- Toll-free
 USA/Canada: TEL: 800-468-3982
 Mexico: TEL: 01-800-681-5309

E-mail Requests

- techsupport@orientalmotor.com

Environmental Efforts

ECO MOTION

Oriental Motor supports our customers' MOTION with consideration for the environment.

Oriental Motor has proactively supported activities that give consideration to global environmental conservation. Energy savings, conservation of natural resources and reduction of waste and carbon dioxide are implemented at various stages of the product lifecycle. By providing beneficial products that feature high efficiency, compact size, high power and long life, Oriental Motor hopes to be involved with various "motion" that our customers require while contributing to environmental conservation activities.

- Reduction and lightening of parts and materials
- Use of materials and parts with low environmental impact (green procurement measures)
- Reduction of paper use by converting operating manuals to digital versions
- Use of recycled materials

- Reduced waste through products with longer lives
- Reduced waste by making the products more compact
- Easy-to-recycle products

- Reduced energy use during manufacturing
- Reduced consumption of resources during manufacturing
- Control of chemical substances used in manufacturing processes
- Reduction of waste and appropriate processing
- Control of chemical substances used in products



Our Efforts in the Product Lifecycle

- Decreased energy consumption during product use (development of energy-efficient products)

- Improved transportation efficiency through optimal packaging design
- Packaging that is easy to recycle
- Communication about the chemical substances contained in products

- Reduced waste through optimally-designed packaging
- Reduced wiring with network-compatible products
- Reduced waste through products with longer lives

① Energy Savings (High Efficiency)

A motor converts electric energy to mechanical energy. Energy savings require higher efficiency by reducing the energy loss from the motor. Going forward, Oriental Motor will surpass the international standards with compact, precision motors aimed at higher efficiency.

② Conservation of Natural Resources and Longer Life

We have saved on natural resources by producing compact, more efficient products, thereby making more effective use of the natural resources in the product lifecycle. In the future we will promote longer product life and less wiring to match product features.

③ Controlling Chemical Substances in Products

Oriental Motor uses green procurement standards that take into consideration the global electrical and electronic industry standard IEC 62474 and customer requirements to curb the chemical substances in products.

*IEC 62474: Material declaration for products of and for the electrotechnical industry

0.36"/Geared Stepper Motor and Driver Package **αSTEP AR Series**

Page A-20

Energy savings of 66% compared to the conventional Oriental Motor product have been achieved, contributing to reduced CO₂ emissions.



Brushless Motor and Driver Package **BMU Series**

Page D-18

Compact size, high power and high efficiency contribute to a reduction in raw materials and energy conservation.



High-Efficiency Three-Phase Induction Motors **KIS Series**

Page C-21

A high-efficiency three-phase induction motor with a maximum efficiency of 73% and an optimized magnet design that minimizes loss.



Low-Power Consumption Axial Flow Fans **EMU Series**

Page G-22

By using a brushless motor, energy savings of approximately 68% (compared to other Oriental Motors products) have been achieved.



(a) Green Procurement

Products, parts, materials, packaging, etc. with a low environmental impact are given priority in procurement. The basic requirements are established as "Green Procurement Standards", which are promoted during business transactions.

- For details, refer to "Green Procurement" on the Oriental Motor website.

(b) Measures and Responses to Chemical Substances in Products

- RoHS Directive Compliance Initiatives for the EU
- REACH Regulation Compliance
- Initiatives Concerning the Measures for Administration of the Pollution Control of Electronic Information Products Act (People's Republic of China)
- Other Regulations Concerning Handling of Chemical Substances in Products
- Global Regulations & Standards/Management of Chemical Substances in Products Page I-5

Environmental Policy

Oriental Motor's Basic Environmental Philosophy and Environmental Policy

- ISO 9001 and ISO 14001 Page I-11