

COVID-19 Countermeasure: Cautious Normalization of Operations and Customer Support

After carefully examining the situation and supporting India's fight against the COVID-19 pandemic, along with the promise of uncompromised safety and unmatched convenience, Mitsubishi Electric's Factory Automation & Industrial Division has started work operations at its Pune manufacturing facility, while closely adhering to the advisory issued by the Central and State Governments, guided by the sole objective of securing health and safety of all its stakeholders.

We have quickly shifted the entire network to contactless service processes through increased digitization. Our main aim is to minimize customer and staff physical interaction, while being connected to the customers through digital services mode and provide them with all the necessary services and support. We continue to support our customers physically, wherever there are urgent needs, with the necessary precautions taken. Also, we continue to provide after-sales service and repair support to our customers and all stakeholders using the digital interactivity tools, along with our 3 Mitsubishi Electric FA Service Centers and 16 Authorized FA Service Centers across India, Bangladesh and Sri Lanka. Our Factory Automation Call Centre (call toll-free on 1800 102 9603) is equipped to handle customer queries, and our repairs and services activities have been continuously providing much needed support for our customers across India.

Please reach out to us with your contact, if there is anything we can do to help.

Thank you for doing business with us. We are doing everything we can to safely support your operations throughout this challenging situation.