

Controller Option

KUKA Roboter GmbH

KR C4 PROFIBUS CP 5614 1.0

For KUKA System Software 8.2 For VW System Software 8.2



Issued: 23.03.2012

Version: KR C4 PROFIBUS CP 5614 1.0 V2 en

© Copyright 2012 KUKA Roboter GmbH Zugspitzstraße 140 D-86165 Augsburg Germany

This documentation or excerpts therefrom may not be reproduced or disclosed to third parties without the express permission of KUKA Roboter GmbH.

Other functions not described in this documentation may be operable in the controller. The user has no claims to these functions, however, in the case of a replacement or service work.

We have checked the content of this documentation for conformity with the hardware and software described. Nevertheless, discrepancies cannot be precluded, for which reason we are not able to guarantee total conformity. The information in this documentation is checked on a regular basis, however, and necessary corrections will be incorporated in the subsequent edition.

Subject to technical alterations without an effect on the function.

Translation of the original documentation

KIM-PS5-DOC

Publication: Bookstructure: Version: Pub KR C4 PROFIBUS CP 5614 1.0 en KR C4 PROFIBUS CP 5614 1.0 V1.1 KR C4 PROFIBUS CP 5614 1.0 V2 en

Contents

1	Introduction	5
1.1	Target group	5
1.2	Industrial robot documentation	5
1.3	Representation of warnings and notes	5
1.4 1.5	Trade mark	5
2	Product description	7
3	Safety	9
4	Installation	11
4 1	System requirements	11
4.2	Routing the data cables	11
4.3	Installing or updating PROFIBUS CP 5614	11
4.4	Uninstalling PROFIBUS CP 5614	12
5	Configuration	13
5.1	Overview	13
5.2	Configuring PROFIBUS with Step 7 or NCM	13
5.3	Exporting the bus configuration and LDB file from Step 7 or NCM	14
5.4	Importing the bus configuration and LDB file into WorkVisual	14
5.5	Configuring the driver for the master part of the CP 5614 A2 in WorkVisual	15
5.5.1	"Master settings" tab	15
5.5.Z	Configuring the driver for the slave part of the CP 5614 A2 in WorkVisual	10
5.61	"Slave settings" tab	17
5.7	Mapping inputs/outputs in WorkVisual	18
6	Operation	21
6.1	Coupling/decoupling devices	21
7	Diagnosis	23
7.1	Displaying diagnostic data	23
8	Messages	25
9	KUKA Service	27
9.1	Requesting support	27
9.2	KUKA Customer Support	27
	Index	35

1 Introduction

κιικα

1 Introduction

1.1 Target group

This documentation is aimed at users with the following knowledge and skills:

- Advanced KRL programming skills
- Advanced knowledge of the robot controller system
- Advanced knowledge of field buses
- Knowledge of WorkVisual

1.2 Industrial robot documentation

The industrial robot documentation consists of the following parts:

- Documentation for the manipulator
- Documentation for the robot controller
- Operating and programming instructions for the KUKA System Software
- Documentation relating to options and accessories
- Parts catalog on storage medium

Each of these sets of instructions is a separate document.

1.3 Representation of warnings and notes

Safety

These warnings are relevant to safety and **must** be observed.

A DANGER These warnings mean that it is certain or highly probable that death or severe physical injury **will** occur, if no precautions are taken.

WARNING These warnings mean that death or severe physical injury may occur, if no precautions are taken.

CAUTION These warnings mean that minor physical injuries **may** occur, if no precautions are taken.

NOTICE These warnings mean that damage to property **may** occur, if no precautions are taken.

These warnings contain references to safety-relevant information or general safety measures. These warnings do not refer to individual hazards or individual precautionary measures.

Notes

These hints serve to make your work easier or contain references to further information.



1.4 Trade mark

Windows is a trade mark of Microsoft Corporation.

Step 7 is a trademark of Siemens AG.

1.5 Terms used

Term	Description
GSD	Device description file for PROFIBUS
PLC	Programmable logic controller
DP	Decentralized periphery
PA	Process automation
Step 7	Configuration software from Siemens for field bus configuration and diagnosis
NCM	Free extract from Step 7 with the same range of functions for PROFIBUS configuration
WorkVisual	Configuration software from KUKA for field bus configuration
LDB	Local database: configuration file for the CP 5614 A2 with hardware information
CFG	Configuration file with information about the hardware configuration

Κυκα

2 Product description

PROFIBUS is a universal field bus which enables communication between devices from different manufacturers without special interface adaptations. Data exchange is carried out on a master-slave basis.

The CP 5614 A2 is a PCI card for connecting the robot controller to the PRO-FIBUS. The card has a master ring and a slave ring. The master and slave rings may be operated individually or in parallel.

The card is connected to slot 1 of the robot controller:



Fig. 2-1: Slot for the CP 5614 A2

1 CP 5614 A2 in slot 1

Compatibility KR C4 PROFIBUS CP 5614 1.0 is compatible with the following field buses:

- KR C4 PROFINET 2.2
- KR C4 EtherCAT

Restrictions Only the device class PROFIBUS DP-V0 is supported.

The following device classes / functions are not supported, for example:

- PROFIBUS DP-V1 (includes the function "acyclic communication")
- PROFIBUS DP-V2
- PROFIBUS PA
- Profiles, e.g. PROFIdrive or PROFIsafe
- Gateway devices (for converting PROFIBUS to other field buses)

Configuration software

KR C4 PROFIBUS CP 5614 is configured on a laptop or PC. The following software is required for configuration:

- Step 7 from Siemens, version 5.4 or higher
- WorkVisual 2.4 or higher
- With use of a higher-level controller, the corresponding configuration software from the manufacturer of the higher-level controller is also required, e.g. Step 7 from Siemens.

3 Safety

This documentation contains safety instructions which refer specifically to the product described here. The fundamental safety information for the industrial robot can be found in the "Safety" chapter of the operating or assembly instructions for the robot controller.

WARNING The "Safety" chapter in the operating instructions or assembly instructions of the robot controller must be observed. Death to persons, severe physical injuries or considerable damage to property may otherwise result.

Κυκα

4 Installation

4.1 System requirements

Robot controller Hardware:

KR C4

Software:

- KUKA System Software 8.2.17 or higher
- Or VW System Software 8.2.17 or higher

Laptop/PC

- WorkVisual 2.4 or higher
 The requirements for installation of WorkVisual are contained in the WorkVisual documentation.
- Step 7, version 5.4 or higher
 The requirements for installation of Step 7 are contained in the documentation of this software.

4.2 Routing the data cables

• The PROFIBUS cables are routed linearly from the master to the slaves. In the line structure, all devices are connected in parallel.

4.3 Installing or updating PROFIBUS CP 5614

	•	It is advisable to archive all relevant data before updating a software package.			
Preparation	Copy the folder with the software from the CD to the USB stick.				
		NOTICE Recommendation: Use a KUKA stick. Data may be lost if any other stick is used.			
Precondition	÷	"Expert" user group			
Procedure 1. Connect the USB stick to the robot controller.		Connect the USB stick to the robot controller.			
	2.	In the main menu, select Start-up > Install additional software.			
	3.	Press New software . The entry KR C4 Profibus-CP5614 must be displayed in the Name column and drive E:\ in the Path column.			
If not, press Refresh .		If not, press Refresh .			
	4.	If the specified entries are now displayed, continue with step 5.			
		If not, the drive from which the software is being installed must be configured first:			
		Click on the Configuration button. A new window opens.			
		Select a line in the Installation paths for options area.			
		Note: If the line already contains a path, this path will be overwritten.			
		Press Path selection. The available drives are displayed.			
		Select E:\.			
		Press Save. The window closes again.			
		The drive only needs to be configured once and then remains saved for further installations.			

- 5. Mark the entry **KR C4 Profibus-CP5614** and click on **Install**. Answer the request for confirmation with **Yes**.
- 6. Confirm the reboot prompt with **OK**.
- 7. Remove the stick.
- 8. Reboot the robot controller.
- **LOG file** A LOG file is created under C:\KRC\ROBOTER\LOG.

4.4 Uninstalling PROFIBUS CP 5614

	It is advisable to archive all relevant data before uninstalling a soft- ware package.		
Precondition	 "Expert" user group 		
Procedure	1. In the main menu, select Start-up > Install additional software.		
	 Mark the entry KR C4 Profibus-CP5614 and click on Uninstall. Reply to the request for confirmation with Yes. Uninstallation is prepared. 		
	3. Reboot the robot controller. Uninstallation is resumed and completed.		
LOG file	A LOG file is created under C:\KRC\ROBOTER\LOG.		

Κυκα

5 Configuration

5.1 Overview

If the CP 5614 A2 is operated exclusively as a slave, steps 1 to 3 can be skipped.

Step	Description
1	Configure PROFIBUS with Step 7 or NCM.
	(>>> 5.2 "Configuring PROFIBUS with Step 7 or NCM" Page 13)
2	Export the bus configuration and LDB file from Step 7 or NCM.
	(>>> 5.3 "Exporting the bus configuration and LDB file from Step 7 or NCM" Page 14)
3	Import the bus configuration and LDB file into WorkVisual.
	(>>> 5.4 "Importing the bus configuration and LDB file into WorkVisual" Page 14)
4	Configure the drivers for the master and slave part of the CP 5614 A2 in WorkVisual.
	(>>> 5.5 "Configuring the driver for the master part of the CP 5614 A2 in WorkVisual" Page 15)
	(>>> 5.6 "Configuring the driver for the slave part of the CP 5614 A2 in WorkVisual" Page 17)
5	Map the inputs and outputs in WorkVisual.
	(>>> 5.7 "Mapping inputs/outputs in WorkVisual" Page 18)
6	Transfer the bus configuration from WorkVisual to the robot controller.
7	Reconfigure the PROFIBUS driver or reboot the controller.

Information about procedures in WorkVisual is contained in the WorkVisual documentation.

5.2 Configuring PROFIBUS with Step 7 or NCM

Procedure

- 1. Create a new project in the Simatic Manager.
- 2. Right-click in the empty space and select **Insert New Object > SIMATIC PC-Station** from the context menu.
- 3. Enter a name for the PC station.
- 4. Right-click on the PC station and select **Open Object**.

The program HW Config opens. The virtual PC is displayed.

- Right-click on slot 1 and select Insert Object... > CP Profibus > CP 5614 A2 > Firmware 6.2 from the context menu.
- 6. Select a PROFIBUS number for the bus configuration and create a new PROFIBUS network. The card is inserted.
- Right-click on slot 2 and select Insert Object... > User Application > Application > SW V6.3 from the context menu. The application is inserted.
- 8. Right-click on CP 5614 A2 and select Add Master System from the context menu.

- 9. Select the application and confirm with **OK**. The master system of the PROFIBUS master is displayed.
- 10. Add all the PROFIBUS devices to the master system.
- 11. In HW Config, right-click on **CP 5614 A2** and select **Object Properties...** from the context menu.
- 12. On the **Operating Mode** tab, activate the **Create LDB file** check box.
- 13. Via **Browse...**, specify the directory in which the LDB file is to be created and confirm the selection with **OK**.

The following baud rates are supported for operation of the master ring:

Supported baud rates

- 19.2 kbaud
- 45.45 kbaud
- 93.75 kbaud
- 187.5 kbaud
- 500 kbaud
- 1.5 MBaud
- 3 MBaud
- 6 MBaud
- 12 MBaud

The following baud rates are supported for operation of the slave ring:

- 9.6 kbaud
- 19.2 kbaud
- 45.45 kbaud
- 93.75 kbaud
- 187.5 kbaud
- 500 kbaud
- 1.5 MBaud
- 3 MBaud
- 6 MBaud

5.3 Exporting the bus configuration and LDB file from Step 7 or NCM

Procedure

- 1. In HW Config, select Station > Export.
- 2. Activate the check boxes **Export default values**, **Export symbols** and **Export subnets**.
- 3. Activate the radiobox **Readable**.
- Confirm with Save.
 The CFG file is generated.



5.4 Importing the bus configuration and LDB file into WorkVisual

Precondition	•	A project is open. A robot controller has been added and set as active.
Procedure	1.	Select the menu sequence File > Import / Export. The Import/Export Wizard window is opened.
	2.	Select Profibus CP 5614 Import and click on Next >.

KUKA

- 3. Click on **Browse...** and specify a directory.
- 4. Confirm with **Next** >.
- 5. Click on **Finish**.

The LDB and CFG files are imported.

6. Close the Import/Export Wizard window.

It is possible to reimport a configuration. The Profibus address is used for the comparison between the existing and the newly imported configuration. In the case of a reimport, it is always the data in the CFG file that are relevant:

- If a device is contained in the CFG file but not in WorkVisual, the device will be created in WorkVisual.
- If a device is contained in WorkVisual but not in the CFG file, the device and its I/O mappings will be deleted in WorkVisual.
- If a device is contained in the CFG file and in WorkVisual, the device name will be taken from the CFG file and the I/O mappings will be retained.

5.5 Configuring the driver for the master part of the CP 5614 A2 in WorkVisual

Precondition

- The bus configuration and the LDB file have been imported into WorkVisual.
- The robot controller has been set as the active controller.

Procedure

- 1. Expand the tree structure of the robot controller on the **Hardware** tab in the **Project structure** window.
- 2. Right-click on **CP 5614 A2** in the tree structure and select **Settings...** from the context menu.
- A window opens. Select the Master settings tab.
 (>>> 5.5.1 ""Master settings" tab" Page 15)
- 4. Set the data as required and save with **OK**.
- 5. Right-click on the device in the tree structure and select **Settings...** from the context menu. A window with device settings is displayed.
- (>>> 5.5.2 ""Device settings" tab" Page 16)
- 6. Set the data as required and save with **OK**.

5.5.1 "Master settings" tab

Slave settings Master settings		
	✓ Enable Profibus master	
Watchdog time	30	ms
	Reset outputs on error	
	☑ Wait for all slaves	

Fig. 5-1: "Master settings" tab

Box	Description
Activate Profibus master	 Activated: Master ring of the CP 5614 A2 is used in I/O mode.
	 Deactivated: Master ring of the CP 5614 A2 is not used.
Watchdog time	The CP 5614 A2 checks internally whether the cycle time for I/O data exchange can be adhered to. The value should only be changed if necessary.
	Default value: 30 ms
	Note : Only values \geq 30 ms can be entered. The value entered must be divisible by 10. If a value is entered that is not divisible by 10, the value is rounded down automatically on closing.
Reset outputs in the event of an error	 Activated: The outputs of all slaves are set to zero in the event of a communication error of a slave in the master ring.
	 Deactivated: A communication error of a slave in the master ring has no effect on the outputs of the other slaves.
Wait for all slaves	 Activated: On booting, the master ring waits approx. 5 seconds for the connected slaves to reach the READY work mode. If a slave has not yet reached the READY work mode after this time, a communication error is output. Deactivated: On booting, the master ring
	starts cyclical data exchange immediately. If a slave has not yet reached the READY work mode, a communication error is output.
	Note : It is recommended to activate the check box, as the master ring often boots more quickly than the slaves.

5.5.2 "Device settings" tab

Device settings	
Device name B-8DI/8D0 DP	
Profibus address 6	
Always present	

Fig. 5-2: "Device settings" tab

KUKA

Box	Description	
Device name	Enter the name of the device (optional).	
	Note : By default, the name of the device type from the Step 7 configuration is entered here; this can be changed. The name can have a maximum length of 32 characters.	
Profibus address	Address of the device in accordance with the PROFIBUS configuration. This is taken from the CFG file during import and cannot be changed.	
Is Active	 Activated: The robot controller expects the device to be active when the controller boots up. If the device is not active, the robot con- troller issues an error message. 	
	 Deactivated: The robot controller does not expect the device to be active when the con- troller boots up. 	

5.6 Configuring the driver for the slave part of the CP 5614 A2 in WorkVisual

Precondition

A robot controller has been added and set as active.

- Procedure
- 1. Expand the tree structure of the robot controller on the **Hardware** tab in the **Project structure** window.
- 2. Right-click on **Bus structure** and select **Add...** from the context menu.
- 3. A window opens. Select the entry **CP 5614 A2** in the **Name** column and confirm with **OK**. The entry is inserted in the tree structure.
- 4. Right-click on **CP 5614 A2** in the tree structure and select **Settings...** from the context menu.
- A window opens. Select the Slave settings tab.
 (>>> 5.6.1 ""Slave settings" tab" Page 17)
- 6. Activate the check box **Activate Profibus slave**.
- 7. Set the remaining data as required and save with **OK**.

5.6.1 "Slave settings" tab

Slave settings	Master settings		
		✓ Enable Profibus slave	
	Timeout	0	
	Profibus address	3	
		Error action: Stop	
		Check configuration data	
		✔ Data base word	
		Check data consistence	

Fig. 5-3: "Slave settings" tab

Box	Description	
Activate Profibus slave	 Activated: Slave ring of the CP 5614 A2 is used for I/O data exchange with a higher-lev- el slave. 	
	 Deactivated: Slave ring of the CP 5614 A2 is not used. 	
Timeout	The value influences the start-up behavior of the slave ring when establishing communication with the higher-level master.	
	Default value: 0	
	Note: It is advisable not to change this value.	
Profibus address	Enter the address assigned to the slave ring of the CP 5614 A2 in the PROFIBUS configuration of the higher-level master.	
Error reaction: No stop	• Activated: Communication errors in the slave ring result in stop-triggering error reactions in the robot controller.	
	 Deactivated: Communication errors in the slave ring do not result in stop-triggering error reactions in the robot controller. 	
Check the configura- tion data	 Activated: The configuration settings are ad- ditionally checked. 	
	 Deactivated: The configuration settings are not checked. 	
Word database	• Activated: The system checks whether the configured data width corresponds to the data base of the slave configuration.	
	Deactivated: No check is carried out.	
Check data consis- tency	 Activated: The system checks whether data consistency is activated in the database as- signed to the slave part by the higher-level master. 	
	Deactivated: No check is carried out.	
	Note: This check is only carried out if Check the configuration data is activated.	

5.7 Mapping inputs/outputs in WorkVisual

Procedure

• Map the inputs/outputs in WorkVisual.

Signal names

The signal names of PROFIBUS CP 5614 have the following structure in WorkVisual:

Example 001 Input

1/0	Name	🔺 Туре	Address	>
4	001 Input	BYTE		0
	001 Output	BYTE		0
4 ***	002 Input	BYTE		1
> ***	002 Output	BYTE		1
4 ***	003 Input	BYTE		2
	003 Output	BYTE		2 🗸

Fig. 5-4: Signal names of PROFIBUS CP 5614 in WorkVisual

5 Configuration

Name	Meaning	In the exam- ple
Value	Index number (consecutive ascending numbering of the individual inputs/outputs)	001
Input/Output	Direction of processing	Input

ΚΠΚΔ

6 Operation

Coupling/decoupling devices

6.1

For certain applications, e.g. tool change, it is necessary to couple and decouple devices. Coupling and decoupling can only be carried out via KRL. Decoupling Properties of decoupled devices: If decoupled devices are disconnected from PROFIBUS or the power supply, no error is triggered. All I/O operations on decoupled devices remain without effect. Decoupled devices cannot carry out error treatment in the case of read/ write errors. Coupling The ioCtl function is executed synchronously. It only returns when the device is functional and can be written to once again. If a coupled device is not functional, e.g. because it is disconnected from the bus or supply voltage, a message is displayed after a timeout of 5 s. Is Active The option Is Active affects the way the robot controller reacts to a decoupled device in the event of a cold start or I/O reconfiguration. Is Active can be set on the Device settings tab in WorkVisual. (>>> 5.5.2 ""Device settings" tab" Page 16) Is Active: Is Active: Yes No Device coupled No error message No error message Device decoupled Error message No error message **Syntax** ret = ioCtl("[bus instance name]", [command code], [Profibus address]) Description [Profibus address]: The Profibus address of a device is displayed in WorkVisual on the Device settings tab in the Profibus address box. (>>> 5.5.2 ""Device settings" tab" Page 16) Return values for RET: Value Meaning -1 Device could not be coupled/decoupled. 0 Device successfully coupled/decoupled Examples Here, the device with the Profibus address 3 is decoupled. . . . Ret = ioCtl("ProfibusMasterInstance",60,3) Here, the device with the Profibus address 5 is coupled. Ret = ioCtl("ProfibusMasterInstance", 50, 5) **Check state** The state of a device can be checked using the command code 1001. Here, the state of the device with the Profibus address 4 is checked: Ret = ioCtl("ProfibusMasterInstance",1001,4)

Return values for RET:

Value	Meaning
0	The device is ready.
1	The device is not ready.

KUKA

7 Diagnosis

7.1 Displaying diagnostic data

The diagnostic data can also be displayed in WorkVisual. Information about procedures in WorkVisual is contained in the WorkVisual documentation.

Procedure

- 1. Select **Diagnosis > Diagnostic monitor** in the main menu.
- 2. Select the **Profibustreiber (ProfibusDrv)** module in the **Module** box. The diagnostic data are displayed for this module.

Description

Name	Description	
Internal driver name	Internal name of the driver	
Version of driver	Version of the driver and build number	
LDB file name	Path and name of the LDB file	
CP5614A2 HW version	Hardware version of the CP 5614 A2 card	
Profibus master activated	 YES: The master ring of the card is acti- vated. 	
	 NO: The master ring of the card is not ac- tivated. 	
Profibus slave activated	 YES: The slave ring of the card is activated. 	
	 NO: The slave ring of the card is not activated. 	
Operating state Master circuit	 DP_OPERATE: Operational state for I/O mode 	
	Note : Other states are not permissible for I/O mode.	
Wait for slaves	 YES: On booting, the master ring waits until the connected slaves are ready. 	
	 NO: On booting, the master ring does not wait for the connected slaves. 	
Set output to FALSE on bus error	 YES: The outputs are set to zero in the event of a communication error. 	
	 NO: The values of the outputs are not changed in the event of a communication error. 	
Address of slave circuit	Address of the slave part set in the configura- tion file.	
	Note : The address must match the Profibus address assigned to the slave ring in the configuration of the higher-level master.	
Status of slave circuit	 DPS_DATA_EX: I/O data are transmitted to the higher-level master. 	
	Note : In all other states, no I/O data can be transmitted to the higher-level master.	
Status of upper master	 DP_OPERATE: Data are exchanged with the slave ring of the card. 	
	Note : In all other states, no data can be exchanged with the slave ring of the card.	

Name	Description
Error reaction on errors in slave circuit	 ERROR_REACTION ON: A stop-trigger- ing message is generated on the robot controller in the event of an error in the slave ring.
	 ERROR_REACTION OFF: No stop-trig- gering message is generated on the robot controller in the event of an error in the slave ring.
Data width of configura- tion	 DATABASE DATATYPE WORD: The database has the data width WORD.
	 DATABASE DATATYPE BYTE: The da- tabase has the data width BYTE.

Messages 8

No. / message text / type	Possible cause	Remedy	
2858	The power or network cable is	Correctly plug in the power or	
Ackn. Stop due to field bus error	defective.	network cable, or exchange.	
Stop message	The driver is incorrectly con- figured or the parameters are incorrectly set.	Check and correct the config- uration.	
1034	The power or network cable is	Correctly plug in the power or	
Write error, driver: driver name	defective.	network cable, or exchange.	
Status message	The driver is incorrectly con- figured or the parameters are incorrectly set.	Check and correct the config- uration.	
10056	The master ring is in a non-	In the main menu, select Con-	
Profibus master is in the AUTOCLEAR state. Please execute the RESET command	permissible state.	I/O drivers and click on Reset.	
Status message			
10058	The module is incorrectly	Correctly plug in the module,	
Profibus driver: communi-	The module is incorrectly con-	Check and correct the config-	
[Profibus address (device name)]	figured.	uration.	
Status message			
10059	The watchdog time set for	Increase the set watchdog	
Profibus driver: watchdog error in the master ring	monitoring the cyclical com- munication was exceeded.	time in the configuration.	
Status message			
10060	The cabling for the slave ring	Correctly plug in the cabling,	
Profibus driver: communica- tion error in the slave ring	is incorrectly plugged in or defective.	or exchange.	
Status message	The slave ring is incorrectly configured.	Check and correct the config- uration.	
10069	The LDB file contains errors.	1. Check and correct the con-	
Profibus master is not in the		figuration.	
OPERATE state		 Create and load a new DB file 	
Status message			
10070	The cabling is incorrectly	Correctly plug in the cabling,	
Profibus slave [device name]	An incorrect Profibus address	Or exchange.	
could not be activated	was entered during coupling.	and execute the coupling	
Status message		command again.	

KUKA

9 KUKA Service

9.1 Requesting support

Introduction The KUKA Roboter GmbH documentation offers information on operation and provides assistance with troubleshooting. For further assistance, please contact your local KUKA subsidiary.

Information The following information is required for processing a support request:

- Model and serial number of the robot
- Model and serial number of the controller
- Model and serial number of the linear unit (if applicable)
- Version of the KUKA System Software
- Optional software or modifications
- Archive of the software
- Application used
- Any external axes used
- Description of the problem, duration and frequency of the fault

9.2 KUKA Customer Support

- Availability KUKA Customer Support is available in many countries. Please do not hesitate to contact us if you have any questions.
- ArgentinaRuben Costantini S.A. (Agency)
Luis Angel Huergo 13 20
Parque Industrial
2400 San Francisco (CBA)
Argentina
Tel. +54 3564 421033
Fax +54 3564 428877
ventas@costantini-sa.comAustraliaHeadland Machinery Pty. Ltd.
- AustraliaHeadland Machinery Pty. Ltd.
Victoria (Head Office & Showroom)
95 Highbury Road
Burwood
Victoria 31 25
Australia
Tel. +61 3 9244-3500
Fax +61 3 9244-3501
vic@headland.com.au
www.headland.com.au

Belgium	KUKA Automatisering + Robots N.V. Centrum Zuid 1031 3530 Houthalen Belgium Tel. +32 11 516160 Fax +32 11 526794 info@kuka.be www.kuka.be
Brazil	KUKA Roboter do Brasil Ltda. Avenida Franz Liszt, 80 Parque Novo Mundo Jd. Guançã CEP 02151 900 São Paulo SP Brazil Tel. +55 11 69844900 Fax +55 11 62017883 info@kuka-roboter.com.br
Chile	Robotec S.A. (Agency) Santiago de Chile Chile Tel. +56 2 331-5951 Fax +56 2 331-5952 robotec@robotec.cl www.robotec.cl
China	KUKA Automation Equipment (Shanghai) Co., Ltd. Songjiang Industrial Zone No. 388 Minshen Road 201612 Shanghai China Tel. +86 21 6787-1808 Fax +86 21 6787-1805 info@kuka-sha.com.cn www.kuka.cn
Germany	KUKA Roboter GmbH Zugspitzstr. 140 86165 Augsburg Germany Tel. +49 821 797-4000 Fax +49 821 797-1616 info@kuka-roboter.de www.kuka-roboter.de

KU	KA

France	KUKA Automatisme + Robotique SAS Techvallée 6, Avenue du Parc 91140 Villebon S/Yvette France Tel. +33 1 6931660-0 Fax +33 1 6931660-1 commercial@kuka.fr www.kuka.fr
India	KUKA Robotics India Pvt. Ltd. Office Number-7, German Centre, Level 12, Building No 9B DLF Cyber City Phase III 122 002 Gurgaon Haryana India Tel. +91 124 4635774 Fax +91 124 4635773 info@kuka.in www.kuka.in
Italy	KUKA Roboter Italia S.p.A. Via Pavia 9/a - int.6 10098 Rivoli (TO) Italy Tel. +39 011 959-5013 Fax +39 011 959-5141 kuka@kuka.it www.kuka.it
Japan	KUKA Robotics Japan K.K. Daiba Garden City Building 1F 2-3-5 Daiba, Minato-ku Tokyo 135-0091 Japan Tel. +81 3 6380-7311 Fax +81 3 6380-7312 info@kuka.co.jp
Korea	KUKA Robotics Korea Co. Ltd. RIT Center 306, Gyeonggi Technopark 1271-11 Sa 3-dong, Sangnok-gu Ansan City, Gyeonggi Do 426-901 Korea Tel. +82 31 501-1451 Fax +82 31 501-1461 info@kukakorea.com

Malaysia	KUKA Robot Automation Sdn Bhd South East Asia Regional Office No. 24, Jalan TPP 1/10 Taman Industri Puchong 47100 Puchong Selangor Malaysia Tel. +60 3 8061-0613 or -0614 Fax +60 3 8061-7386 info@kuka.com.my
Mexico	KUKA de Mexico S. de R.L. de C.V. Rio San Joaquin #339, Local 5 Colonia Pensil Sur C.P. 11490 Mexico D.F. Mexico Tel. +52 55 5203-8407 Fax +52 55 5203-8148 info@kuka.com.mx
Norway	KUKA Sveiseanlegg + Roboter Sentrumsvegen 5 2867 Hov Norway Tel. +47 61 18 91 30 Fax +47 61 18 62 00 info@kuka.no
Austria	KUKA Roboter Austria GmbH Vertriebsbüro Österreich Regensburger Strasse 9/1 4020 Linz Austria Tel. +43 732 784752 Fax +43 732 793880 office@kuka-roboter.at www.kuka-roboter.at
Poland	KUKA Roboter Austria GmbH Spółka z ograniczoną odpowiedzialnością Oddział w Polsce UI. Porcelanowa 10 40-246 Katowice Poland Tel. +48 327 30 32 13 or -14 Fax +48 327 30 32 26 ServicePL@kuka-roboter.de

9 KUKA Service

K	K	Δ

Portugal	KUKA Sistemas de Automatización S.A. Rua do Alto da Guerra n° 50 Armazém 04 2910 011 Setúbal Portugal Tel. +351 265 729780 Fax +351 265 729782 kuka@mail.telepac.pt
Russia	OOO KUKA Robotics Rus Webnaja ul. 8A 107143 Moskau Russia Tel. +7 495 781-31-20 Fax +7 495 781-31-19 kuka-robotics.ru
Sweden	KUKA Svetsanläggningar + Robotar AB A. Odhners gata 15 421 30 Västra Frölunda Sweden Tel. +46 31 7266-200 Fax +46 31 7266-201 info@kuka.se
Switzerland	KUKA Roboter Schweiz AG Industriestr. 9 5432 Neuenhof Switzerland Tel. +41 44 74490-90 Fax +41 44 74490-91 info@kuka-roboter.ch www.kuka-roboter.ch
Spain	KUKA Robots IBÉRICA, S.A. Pol. Industrial Torrent de la Pastera Carrer del Bages s/n 08800 Vilanova i la Geltrú (Barcelona) Spain Tel. +34 93 8142-353 Fax +34 93 8142-950 Comercial@kuka-e.com www.kuka-e.com

South Africa	Jendamark Automation LTD (Agency) 76a York Road North End 6000 Port Elizabeth South Africa Tel. +27 41 391 4700 Fax +27 41 373 3869 www.jendamark.co.za
Taiwan	KUKA Robot Automation Taiwan Co., Ltd. No. 249 Pujong Road Jungli City, Taoyuan County 320 Taiwan, R. O. C. Tel. +886 3 4331988 Fax +886 3 4331948 info@kuka.com.tw www.kuka.com.tw
Thailand	KUKA Robot Automation (M)SdnBhd Thailand Office c/o Maccall System Co. Ltd. 49/9-10 Soi Kingkaew 30 Kingkaew Road Tt. Rachatheva, A. Bangpli Samutprakarn 10540 Thailand Tel. +66 2 7502737 Fax +66 2 6612355 atika@ji-net.com www.kuka-roboter.de
Czech Republic	KUKA Roboter Austria GmbH Organisation Tschechien und Slowakei Sezemická 2757/2 193 00 Praha Horní Počernice Czech Republic Tel. +420 22 62 12 27 2 Fax +420 22 62 12 27 0 support@kuka.cz
Hungary	KUKA Robotics Hungaria Kft. Fö út 140 2335 Taksony Hungary Tel. +36 24 501609 Fax +36 24 477031 info@kuka-robotics.hu

9 KUKA Service KUKA

USA	KUKA Robotics Corp.
	22500 Key Drive
	Clinton Township
	48036
	Michigan
	USA
	Tel. +1 866 8735852
	Fax +1 586 5692087
	info@kukarobotics.com
	www.kukarobotics.com
UK	KUKA Automation + Robotics
	Hereward Rise
	Halesowen
	B62 8AN
	UK
	Tel. +44 121 585-0800
	Fax +44 121 585-0900
	sales@kuka.co.uk

Index KUKA

Index

С

CFG 6 Configuration 13 Coupling, device 21

D

Decoupling, device 21 Diagnosis 23 Diagnostic monitor (menu item) 23 Documentation, industrial robot 5 DP 6 WorkVisual 6

G

GSD 6

I

Installation 11 Installation, PROFIBUS CP 5614 11 Introduction 5

Κ

KUKA Customer Support 27

L

LDB 6

Μ

Mapping, inputs/outputs 18 Messages 25

Ν

NCM 6

0

Operation 21

Ρ

PA 6 PLC 6 Product description 7

S

Safety 9 Safety instructions 5 Service, KUKA Roboter 27 Step 7 6 Support request 27 System requirements 11

Т

Target group 5 Trade mark 5

U

Uninstallation, PROFIBUS CP 5614 12

W

Warnings 5