



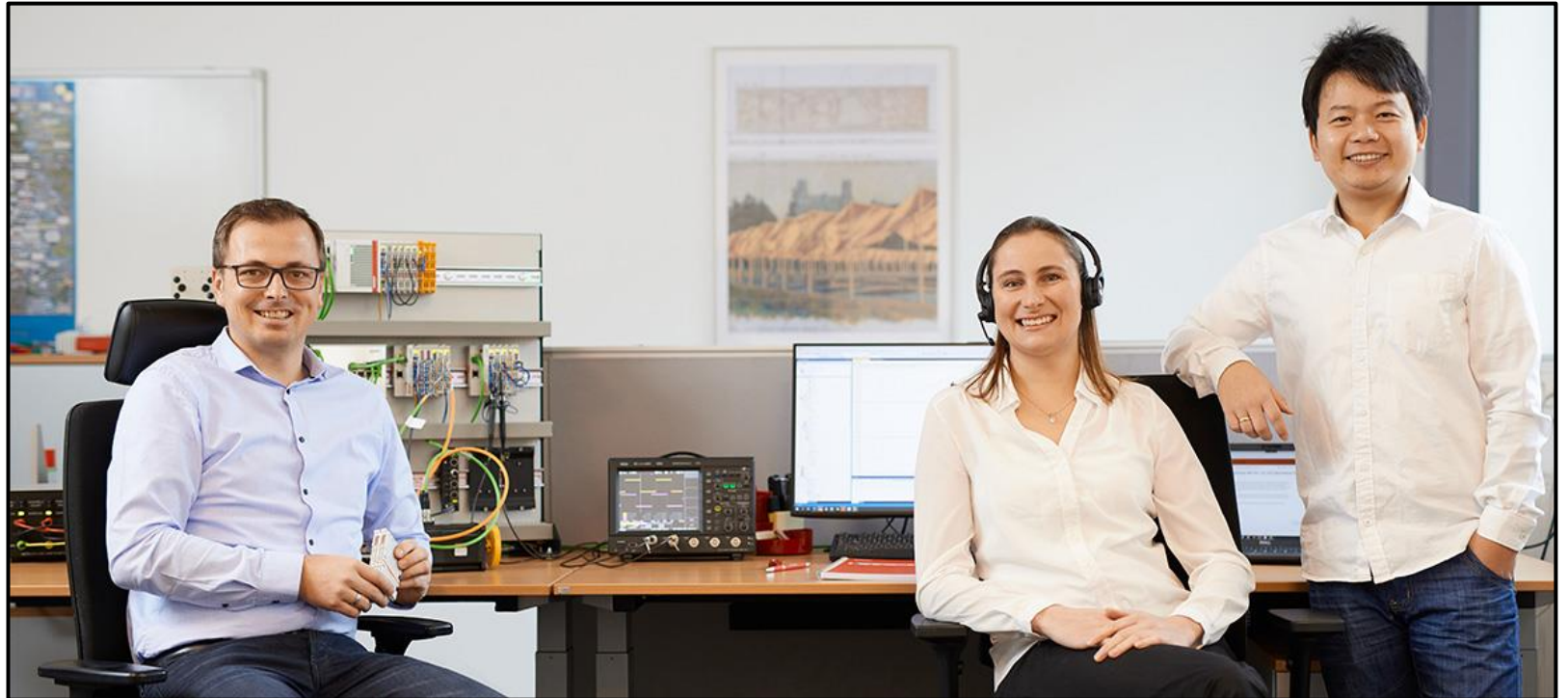
Overview of Resource Offerings

BECKHOFF

- Beckhoff Service Teams
 - [Technical Support](#)
 - [Customer Service](#)
 - [Field Service and Repair](#)
 - Regional application and sales engineers
- Beckhoff.ca
 - Software downloads, product information, industry news
- [Infosys](#)
 - Programming tutorials, error code lookup, getting started guides
- Training
 - [In-person and online classes](#)
 - [Free e-learning](#)



- Free technical support!
- Get help with:
 - Product questions
 - Error messages
 - Programming tips
- Call or email
- [Support form](#)



Technical Support:

- support@beckhoff.ca
- +1 877-ScanTime (722-6846)
- Mon-Fri 7:30 – 5:30 CST

- Live assistance:
 - Place an order
 - Get a quote
 - Check lead times
 - Tracking info
 - Account setup
 - TwinCAT Licensing
- Call or email



Sales:

- sales@beckhoff.ca
- **(289) 627-1900**
- Mon-Fri 8 – 5pm ET

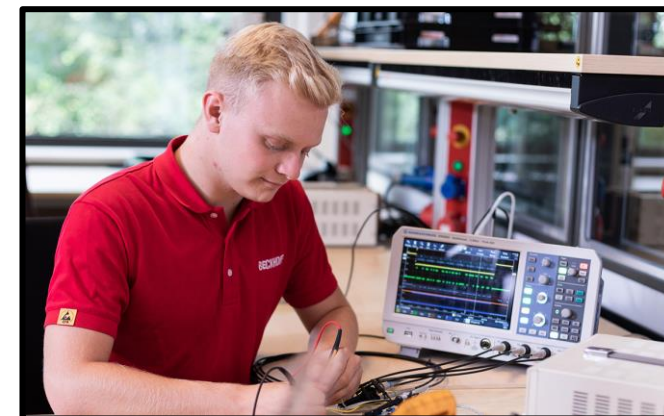
Customer Service:

- orders@beckhoff.ca
- [**+1 226-765-7700**](tel:+12267657700)
- Mon-Fri 8 – 5pm ET

Beckhoff Field Service and Repair

BECKHOFF

- Field service
 - Installation support
 - Onsite troubleshooting
 - Available worldwide!
- Repair service
 - Warranty repairs are free
 - Express service available
 - 12 month warranty on repairs
- Spare parts
- Contact support@beckhoff.ca first for warranty



Service:

- support@beckhoff.ca
- (289) 627-1900
- Mon-Fri 8:00am – 5pm ET

Repair:

- service-usa@beckhoff.com
- +1 877-722-6846
- Mon-Fri 7:30 – 5:30 CST

- Local Sales and Application Engineers
 - Application specific product and ordering questions
- Custom-tailored solutions
- In-person facility visits
- Match products to your specific needs



- Online Resources

- [Beckhoff website](#)
- [Information System](#)

- Online Training

- [Webinars](#)
- [Tutorials](#)
- [eLearning Video Training](#)

The screenshot displays the Beckhoff website's homepage. At the top, the navigation bar includes the Beckhoff logo, the tagline "New Automation Technology", a language selector for "Canada", a "Signed in myBeckhoff" status, and a search icon. Below this, a secondary navigation bar lists "Company", "Products", "Industries", "Support", and "myBeckhoff". A row of links for "Product news", "Product finder", "Beckhoff Information System", and "Download finder" is also present. The main content area features a large banner for "XTS with No Cable Technology (NCT)", which includes a 3D rendering of a robotic arm with a glass flask and a "Learn more" button. Below the banner, a headline reads "Beckhoff New Automation Technology: A decisive step ahead with PC-based control and EtherCAT!". At the bottom, four product categories are showcased with images and labels: "IPC" (Industrial PC), "I/O" (Input/Output modules), "Motion" (Electric motor), and "Automation" (TwinCAT software blocks).

BECKHOFF New Automation Technology

Canada Signed in myBeckhoff

Company Products Industries Support myBeckhoff

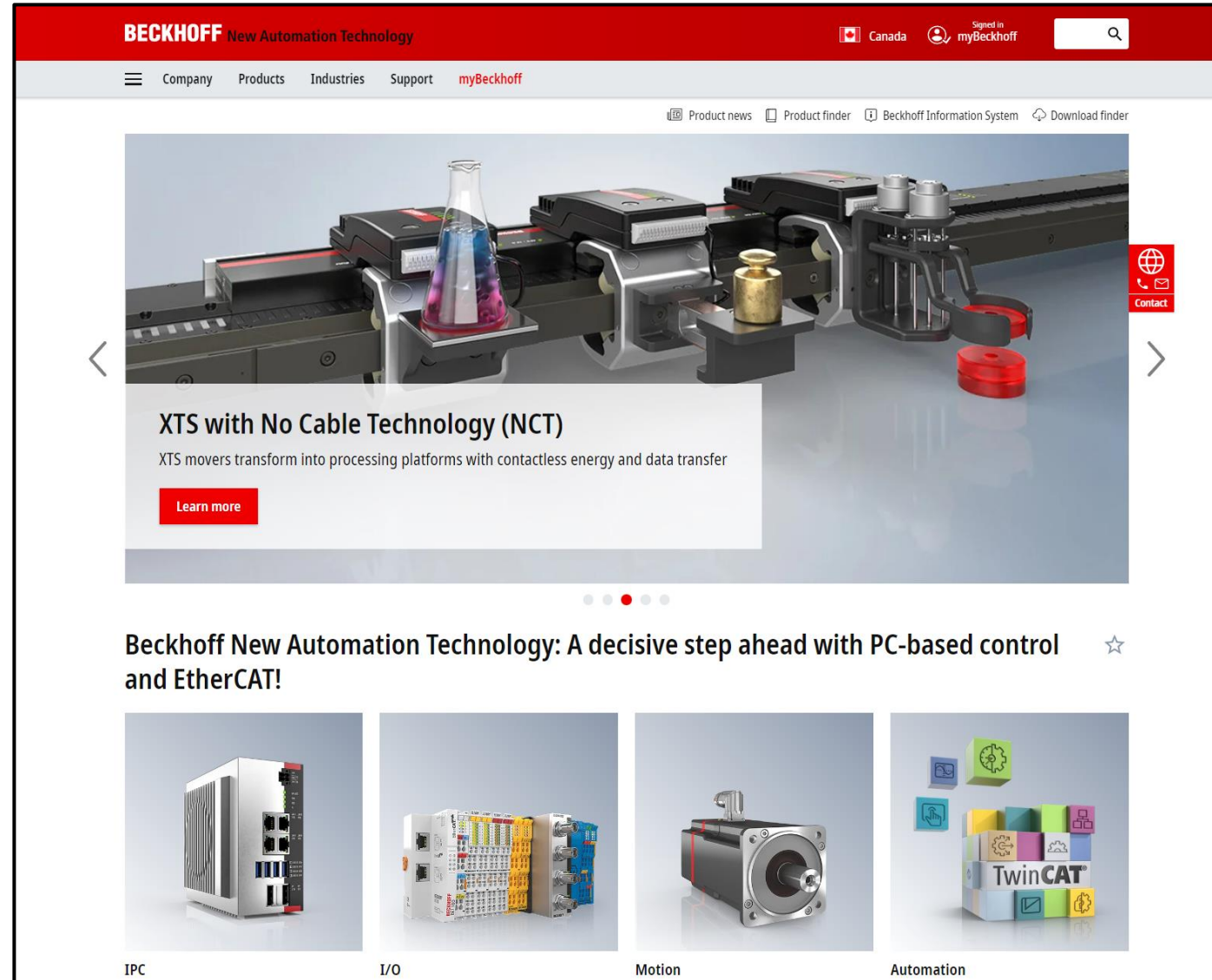
Product news Product finder Beckhoff Information System Download finder

XTS with No Cable Technology (NCT)
XTS movers transform into processing platforms with contactless energy and data transfer
[Learn more](#)

Beckhoff New Automation Technology: A decisive step ahead with PC-based control and EtherCAT!

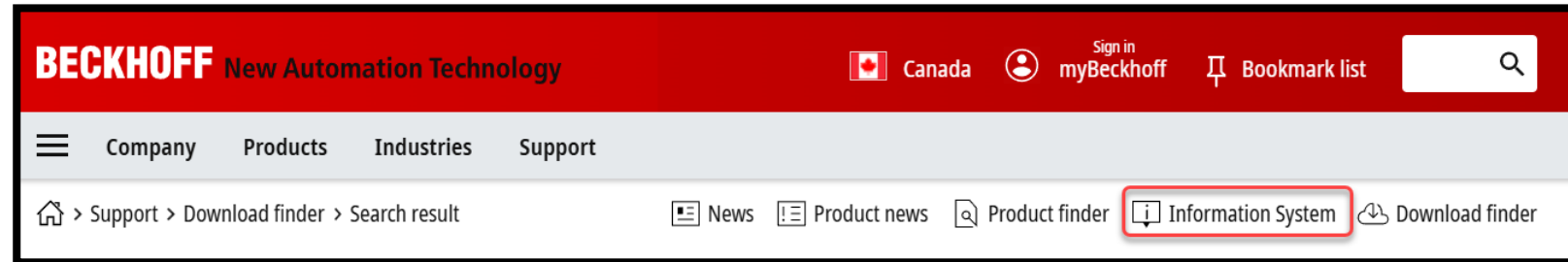
IPC I/O Motion Automation

- www.beckhoff.com
- Company and product information
 - [Discover](#):
 - Product offerings
 - Industry applications
 - Beckhoff in the news
 - [Download](#):
 - TwinCAT software
 - Technical documentation
 - Configuration files
 - Catalogs
 - [Contact](#)



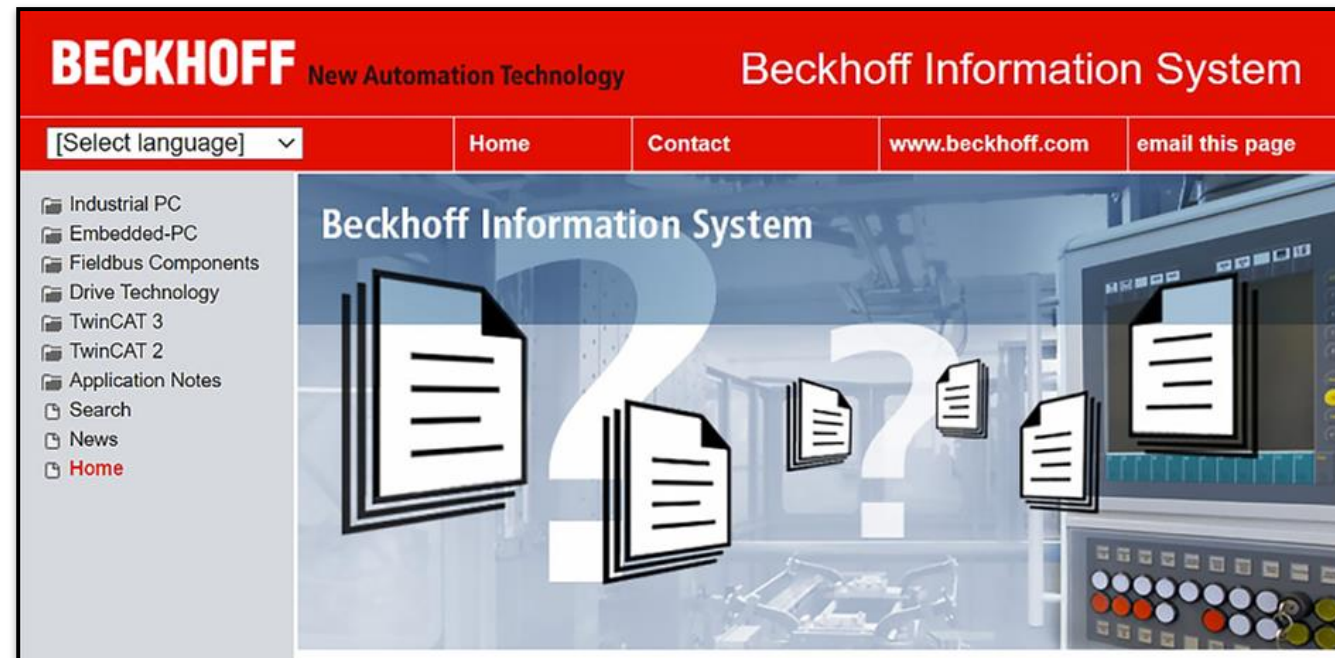
Beckhoff Information System

→ [Infosys](#)



■ Contains technical information for most Beckhoff products

- How to use our products
- Programming references
- PLC sample code
- TwinCAT “getting started” guides
- Hardware specifications and diagrams
- Best practices
- Security recommendations



Infosys is Available Offline

BECKHOFF

- Infosys is available offline from Beckhoff.com using the [Download finder](#)
 - Filter by .exe files in the “Technical Documentation” section
- Can be useful for field work
- Handy quick reference guide
- Access within TwinCAT using F1 key

Download finder

Enter search term 5 items

Your selection: Media: Technical documentations File type: EXE

Reset all filter values Results: 2

TwinCAT 3 | Information System (32/64 bit) Technical documentations, EXE (849 MB)

The offline version of the Beckhoff Information System.

Valid for the following products
TC1000, TC1100, TC1200, TC1210, TC1220, TC1250, TC1260, TC1270, TC1275, TE1010, TE1111, TE1120, TE1130, T

Show more ↓

+ Downloads

TwinCAT 2 | Information System Technical documentations, EXE (3.8 GB)

The offline version of the Beckhoff Information System.

Valid for the following products
TS1110, TS1120, TS1140, TS1150, TS1500, TS1510, TS1600, TS1800, TS1810, TS4110, TS5050, TS5055, TS5060, TS

Show more ↓

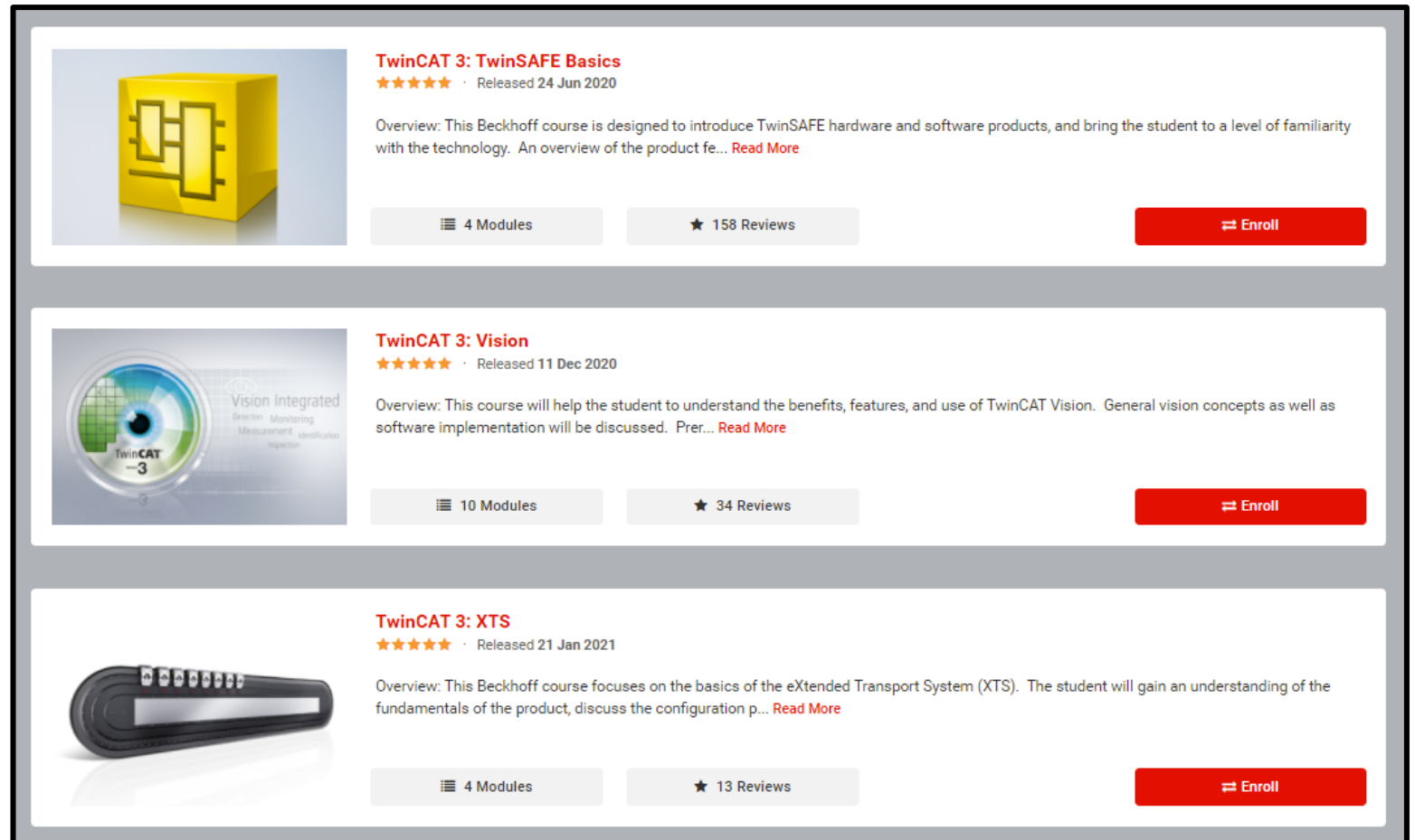
+ Downloads

Filter options

- + Media
- + Category
- × File type
 - ☐ PDF 2133
 - ☐ CHM 561
 - ☐ XLS 6
 - ☒ EXE 2
 - ☐ DOC 1
 - ☐ DXF 1

-Two installs available, TwinCAT 3 recommended
-TwinCAT 2 also available (standalone Help viewer)

- [eLearning](#)
- Take classes at your own pace
- Topics for beginners and advanced users
- Growing course catalog
 - TwinCAT PLC
 - EtherCAT
 - HMI
 - Vision
 - Motion
 - TwinSAFE



The screenshot displays a web interface for Beckhoff's eLearning courses. It features three course cards, each with a thumbnail image, title, rating, release date, overview, module count, review count, and an enroll button.

Course Title	Rating	Release Date	Overview	Modules	Reviews	Enroll
TwinCAT 3: TwinSAFE Basics	★★★★★	Released 24 Jun 2020	Overview: This Beckhoff course is designed to introduce TwinSAFE hardware and software products, and bring the student to a level of familiarity with the technology. An overview of the product fe... Read More	4 Modules	158 Reviews	Enroll
TwinCAT 3: Vision	★★★★★	Released 11 Dec 2020	Overview: This course will help the student to understand the benefits, features, and use of TwinCAT Vision. General vision concepts as well as software implementation will be discussed. Prer... Read More	10 Modules	34 Reviews	Enroll
TwinCAT 3: XTS	★★★★★	Released 21 Jan 2021	Overview: This Beckhoff course focuses on the basics of the eXtended Transport System (XTS). The student will gain an understanding of the fundamentals of the product, discuss the configuration p... Read More	4 Modules	13 Reviews	Enroll

- Live training sessions
 - In person
 - Online
- Courses vary by:
 - Topic
 - Skill Level
 - Duration
 - Location



Training:

- training@beckhoff.ca

- Technical Support
 - support@beckhoff.ca
 - +1 877-ScanTime (722-6846)
 - Mon-Fri 7:30 – 5:30 CST
- Training – Material or Classes
 - training@beckhoff.ca
- General Questions
 - info@beckhoff.ca



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