

XYZ

Machine Tools

SERVICE & EXTENDED WARRANTY

Protect your investment



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XYZ's back-up and excellent reputation for service has allowed us to sell over 25,000 machines in the last 38 years. 95% of sales are CNC Machines and most customers own more than one machine.

Due to the quality and after-sales support offered by XYZ Machine Tools, with multiple Service and Installation engineers, strategically located throughout the country and backed up by a fully stocked Parts Department, XYZ can respond quickly to your call.

To reduce the chances of a breakdown we see preventive maintenance as an important factor. Annual Services ensure that your machines run efficiently and accurately, plus **regular servicing** means less downtime and ensures better resale value, thus resulting in better profits for your business.

Most importantly we want happy customers. In the last year we have seen the following examples due to lack of maintenance.

- Lack of lubrication to X & Y axis slideway's necessitating a slideway re-grind – **Repair Cost: £7,950**
- Ballscrew seizure due to lack of lubrication resulting in a £6,000 scrapped component. Ballscrew & bearings replaced - **Repair cost: £4,050**

Every new machine comes with a 12-month parts and labour warranty. This can be extended up to an additional 4 years (therefore 5 years in total) subject to a max run time of 2,000 hours pa.

Relax and take comfort in a fixed cost Extended Warranty and regular servicing from XYZ and protect your investment.



Nigel Atherton – Managing Director



Annual Service Options

Service includes: One visit per year, at your convenience, to carry out a “multi point service”. Filters included, any extra parts used are chargeable. Save money and protect against inflationary rises with a 3 Year Annual Service Plan.

Machines	Annual Service Cost	3 Annual Service Plan
Manual Machines	£520	£1,465
ProtoTRAK® Machines & 2-OP	£656	£1,748
XYZ Machining Centers (incl. LPM)	£744	£2,075
XYZ Turning Centers	£864	£2,295
XYZ UMC 4+I & UMC-5X	£1,748	£4,696
XYZ Bridge Mills, 2010 Series & TCM Range	£1,202	£3,495
XYZ Oil Country & XL CNC Lathes	£995	£2,730
XYZ Sub Spindle	£1,575	£4,259

All prices exclude VAT

Extended Warranty Options

At any time during the first 12 months of ownership you can extend the warranty period of your new machine for up to an additional 4 years (therefore 5 years in total) subject to a max runtime of 2,000 hours pa. Please note warranties of up to an additional 4 years are available but **MUST be purchased within the warranty period**. All machines must be serviced annually or every 2,000 hrs (whichever is sooner) to qualify for an extended warranty or the warranty may be void. Please see the Annual Service document for details. There must be no break in the warranty cover. Option to pay by Direct Debit and spread the cost monthly detailed below:

Machines	Monthly Instalment Plan	Annual Yearly Cost
XYZ Manual Machines	£135	£1,575
XYZ Grinder	£165	£1,966
ProtoTRAK® Machines & RMX 2-OP	£160	£1,868
XYZ Machining Centers (incl. LPM)	£260	£3,102
XYZ Turning Centers	£270	£3,222
XYZ UMC 4 + I & UMC-5X*	£630	£7,535
Bridge Mills, 2010 Series & TCM Range	£400	£4,778
Oil Country Lathes & XL CNC Lathes	£515	£6,170
XYZ Sub Spindle	£415	£4,935

* Spindle not included. Parts (excluding oils) included. All prices exclude VAT.

NOTE: Customers are responsible for supplying oil for an oil change or top up of the lubrication system. XYZ are not licensed to transport oil.

Annual Service Payment Terms

On receipt of your order a service job will be raised, and we will arrange a mutually convenient date to carry out the work. You will be invoiced for the service once the work has been completed.

Annual Service Terms and Conditions

Only available on ProtoTRAK® controlled Lathes and Milling Machines, XYZ Machining Centers, XYZ Turning Centers, XYZ Bridge Mills and XYZ XL Lathes, supplied by XYZ Machine Tools Ltd. The Annual Service Terms and Conditions allows for one visit every year to carry out the “multi point check” depending on the machine type. Three weeks’ notice is required prior to our engineer visiting. The Annual Service Terms and Conditions covers all mechanical and electrical components, but excludes any ancillary equipment supplied by a third party. Any parts used during the Annual Service (except filters) are not covered and must be covered by an official order from the customer. If the service engineer is required to carry out additional work on another machine not covered by a contract, during the service visit then this additional work must be covered by an official order from the customer and will be charged at the prevailing service rate (no discount will apply). XYZ Machine Tools retain the right to refuse, cancel or modify any Annual Service Terms and Conditions without prior notice before or after acceptance. A preliminary inspection of the machine may be required prior to acceptance of the Annual Service Terms and Conditions. This inspection will apply to any machine over five years old, which has not previously been covered by a service contract or service provided continually by XYZ Machine Tools since installation. The customer is responsible for providing any oil required and the disposal of the existing oil. Only XYZ Machine Tools supplied parts will be fitted by our engineers during the contract period. These terms and conditions only apply for the duration of this contract period. Price and conditions are subject to change without notice. Unless alternative payment terms have been agreed, full payment is required when the contract is signed.

Extended Warranty Payment Options

1. 12 equal monthly instalments to be paid by Direct Debit.
2. Payments in full upon receipt of a VAT invoice for the 12 months extended warranty.

The annual cost can be divided into 12 equal payments and paid by Direct Debit. A new order form will be sent out each year, Subject to max run time of 2,000 hrs pa, from the **date of the New Machine installation**. When paying by instalment plan there is a minimum contract of 12 months for the first year of the Extended Warranty, after which you can cancel at any time. No payments made are refundable. If the payments are stopped the warranty will cease and cannot be restarted. All prices exclude VAT. All prices are in £ sterling.

Extended Warranty Terms and Conditions

The Extended Warranty MUST be taken out within 12 months of the machine delivery. The agreement will commence once the Extended Warranty has been ordered and the initial payment and completed standing order mandate received. Only available on ProtoTRAK® controlled Lathes and Milling Machines, XYZ Machining Centers, XYZ Turning Centers, XYZ Bridge Mills and XYZ XL Lathes supplied by XYZ Machine Tools. The Extended Warranty is valid only if you arrange for a yearly annual service. Three weeks’ notice is required prior to our engineer visiting. The Extended Warranty covers all mechanical and electrical components, but excludes any ancillary equipment supplied by a third party. Any parts used during the Extended Warranty period are covered by the Extended Warranty. **If any specialist equipment is required (lifting equipment etc.) for any repairs, it is the responsibility of the customer to arrange.** If the service engineer is required to carry out any additional work on another machine not covered by an Extended Warranty during the visit, then this additional work must be covered by an official order from the customer and will be charged at the prevailing service rate. XYZ Machine Tools retains the right to refuse, cancel or modify any Extended Warranty without prior notice before or after acceptance. A preliminary inspection of the machine may be required prior to acceptance of the Extended Warranty. The customer is responsible for providing any oil required and the disposal of the existing oil. Only XYZ Machine Tools parts will be fitted by our engineers during the warranty period. These terms and conditions only apply for the duration of this warranty period. Price and conditions are subject to change without notice. Unless alternative payment terms have been agreed, full payment is required when the contract is signed. **This warranty excludes damage caused by operator error or collision and is also subject to a maximum of 2000 hours p.a runtime.** This Extended Warranty is covered by our standard terms and conditions detailed inside the back cover of our current catalogue. **Extended warranties are not transferable.**

Extended Warranty exclusions

- Any ancillary equipment purchased by the customer supplied by a third party
- Annual Service
- Renishaw Probe Systems & Barfeed Systems
- Machine Safety Windows or Panels

All details and prices contained within this price guide are accurate at the time of going to press but please be aware that as XYZ have a policy of continuous development some details may be subject to change without prior notice. E & OE.

Issued: March 2023. For full Terms & Conditions, please see inside back cover of the Milling or Turning XYZ Catalogue.