

## After Care Services

INCLUDES

- **Extended Warranties**
- **Annual Services**



## Protect your investment

XYZ takes machine service and support very seriously, in fact the two company founders were both Machine Tool service engineers.

XYZ's back-up and excellent reputation for service has allowed us to sell over 20,000 machines in the last 35 years, 15,000 of them CNC. Most customers have more than one machine and currently over 60% of our business is to existing customers.

With 18 Service and Installation engineers, strategically located throughout the country, and backed up by a fully stocked Parts Department, XYZ are able to 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 ensure a 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: £5,500**
- Ballscrew seizure due to lack of lubrication resulting in a £6,000 scrapped component. Ballscrew & bearings replaced. **Repair cost: £2,050**

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 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



Please note warranties of up to an additional 4 years are available but **MUST** be **purchased within the warranty period.**

## Option 1 Annual Service

Annual Services are available on the following Machines:

- ProtoTRAK Milling Machines
- ProtoTRAK Lathes
- XYZ Machining Centres
- XYZ Turning Centres
- XYZ Bridge Mills
- XYZ XL & Oil Country Lathes
- Most manual machines supplied by XYZ Machine Tools

Service includes: One visit per year, at your convenience, to carry out a "multi point service".

### Parts NOT included.

- **ProtoTRAK Machines & 2-OP**  
Annual Service cost **£600** + VAT per annum
- **XYZ Machining Centres (incl. LPM)**  
Annual Service cost **£680** + VAT per annum
- **XYZ Turning Centres**  
Annual Service cost **£790** + VAT per annum
- **XYZ UMC 4+1 & UMC-5X**  
Annual Service cost **£1,600** + VAT per annum
- **XYZ Bridge Mills, 2010 Series & TCM Range**  
Annual Service cost **£1,100** + VAT per annum
- **XYZ Oil Country & XL CNC Lathes**  
Annual Service cost **£910** + VAT per annum

**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.

## 3 Year Annual Service Plan Option

Service includes: One visit per year, at your convenience, to carry out a "multi point service".

### Parts NOT included.

Fixed cost to protect against inflationary rises. Monitoring of maintenance schedules.

Can be included in your finance package.

- **ProtoTRAK Machines & 2-OP**  
3 Annual Services **£1,600** if purchased together normally £1,800
- **XYZ Machining Centres (incl. LPM)**  
3 Annual Services **£1,900** if purchased together normally £2,040
- **XYZ Turning Centres**  
3 Annual Services **£2,100** if purchased together normally £2,370
- **XYZ UMC 4+1 & UMC-5X**  
3 Annual Services **£4,300** if purchased together normally £4,800
- **XYZ Bridge Mills, 2010 Series & TCM Range**  
3 Annual Services **£3,200** if purchased together normally £3,300
- **XYZ Oil Country & XL CNC Lathes**  
3 Annual Services **£2,500** if purchased together normally £2,730

# Ballbar Machine Testing & Calibration

- Ensure accurate part production
- Achieve ISO compliance
- Reduce unplanned stoppage
- Avoid rejected parts
- Reduce down-time
- Save money!

Ballbar testing is the ideal solution for any machining business serious about quality and accuracy.

## Why Ballbar?

In essence Ballbar Testing is a quick method of measuring the accuracy of a machine tool. It can reduce component scrap and can be used to measure any wear or accuracy problems in the machine, hopefully before any costly repairs are required.

- **Renishaw Ballbar Inspection & Report**  
(2 hour assessment, adjust & re-ballbar)  
Cost **£550 + VAT**

**Save £100 on Ballbar Testing when booked in conjunction with an Annual Service**

## Option 2 Extended Warranty

Extended Warranties must be purchased during an active warranty period, and are available on the following Machines:

- ProtoTRAK Milling Machines
- ProtoTRAK Lathes
- XYZ Machining Centres including the UMC Range
- XYZ Turning Centres
- XYZ Bridge Mills
- XYZ XL & Oil Country Lathes
- Most manual machines supplied by XYZ Machine Tools

No quibble warranty just like the first year. 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 max runtime 2,000 hours pa.

### Parts (excluding oils) & Annual Service included.

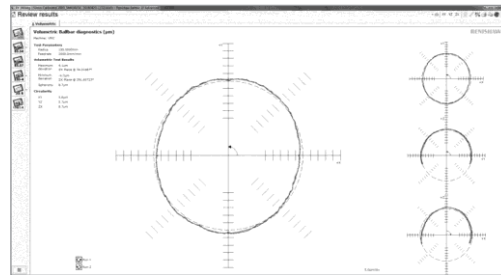
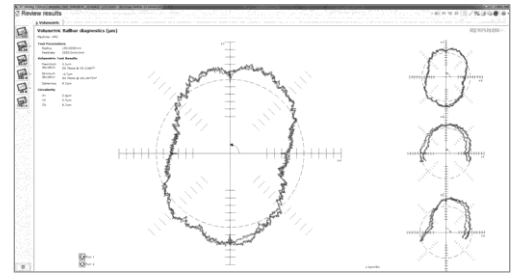
The Annual Service will be due 6 months after the extended warranty start date.

There must be no break in warranty cover. Option to pay by Standing Order and spread the cost monthly detailed below:

(See Terms & Conditions underwritten by XYZ Machine Tools Ltd)

	Monthly Instalment Plan (exc VAT)	Annual Yearly Cost (exc VAT)
ProtoTRAK Machines & 2-OP	£145.00	£1,710
XYZ Machining Centres (incl. LPM)	£240.00	£2,880
XYZ Turning Centres	£240.00	£2,880
XYZ UMC 4+1 & UMC-5X *	£575.00	£6,900
Bridge Mills, 2010 Series & TCM Range	£380.00	£4,560
Oil Country Lathes & XL CNC Lathes	£475.00	£5,700

\* Spindle not included



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# Annual Service Terms and Conditions

## Terms and Conditions

Only available on ProtoTRAK controlled Lathes and Milling Machines, XYZ Machining Centres, XYZ Turning Centres, XYZ Bridge Mills and XYZ XL Lathes, supplied by XYZ Machine Tools., 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 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. The cost of the oil filters is not included in the cost of the Annual Service Terms and Conditions. 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 Terms and Conditions

### 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 Centres, XYZ Turning Centres, XYZ Bridge Mills and XYZ XL Lathes supplied by XYZ Machine Tools. The Extended Warranty 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 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 retain 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 maximum 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
- Barfeed Systems
- Renishaw Probe Systems
- Machine Safety Windows or Panels

## Payment Terms

### Option 1

#### Annual Services

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.

### Option 2

#### Extended Warranty

The annual cost can be divided into 12 equal payments. The first instalment must be made by cheque or bank transfer. Please supply our details to your bank in order to set up the necessary standing order mandate. XYZ Machine Tools Ltd, **Lloyds Bank PLC**, Newton Abbot Branch TQ12 2QW **Account 00367746 Sort Code 30-96-06** The warranty will continue as long as the payments are made, up to a maximum of 5 years, 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 Extended Warranty, after which you can cancel at any time. No payments made are refundable.

Alternatively, you can pay for the extended warranty in full by sending a purchase order, and we will send you an invoice for payment.

If the payments are stopped the warranty will cease and cannot be restarted

All prices exclude VAT. All prices in £ sterling.

**Issued: December 2019.** Terms & Conditions Please see inside back cover of Catalogue.

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.

## Service Task Checklist - ProtoTRAK

Annual Service Task	Mill	Lathe	2-OP
Check all gib's & adjust if necessary X,Y & Z axes	■	■	
Check and adjust machine level (excluding LPM)	■	■	■
Check machine alignments (& advise if return visit is needed for full re-alignment or excessive wear)	■	■	■
Check & adjust spindle sweep (Trammel)	■		
Check/reset tool change height & spindle orientation			■
Check machine Calibration – Code 123, 128 & 12	■	■	
Remove, clean and re-level all scales. Check condition of lip seals – Code 11 if equipped with scales	■		
Check all electrical connections to motors	■	■	■
Check all electrical switch gear	■	■	■
Check condition of incoming supply cable	■	■	■
Check coolant pump operation	■	■	
Check correct fuses are fitted	■	■	■
Check operation of handwheels	■	■	■
Check software limits			■
Remove and clean all filters in electrical cabinet	■	■	
Check headstock lubrication, drain, clean and refill - using new oil filter (customer to supply oil) ISO 32 Hydraulic oil		■	
Grease chuck		■	
Lubricate head including High/Low gear	■		
Remove, check, clean and refill lube pump system. (Customer to supply oil)	■	■	■
Check all encoder couplings are secured and aligned		■	■
Check and evaluate slideway wear and ensure there is adequate lubrication to all points	■	■	■
Check condition of axis belts. Adjust or replace if necessary	■	■	■
Check function of spindle brake (if fitted)	■	■	■
Check headstock noise in all gears	■	■	
Check quill feed operation	■		
Check spindle encoder belt. Replace if necessary		■	
Check Tool change operation. Clean and refill air regulator bottles. Adjust if necessary	■		■
Check Variable-speed belt for wear	■	■	
Check/adjust backlash – Code 128	■	■	■
Remove, check and clean slideway wipers	■	■	■
Check correct operation of emergency stop circuits	■	■	■
Check correct operation of guard circuits & limit switches	■	■	■
Ensure that all current safety upgrades have been carried out/load current release software versions – Code 416/417	■	■	
Save configuration values to USB – Keep with machine	■	■	
Ensure that all guarding is in place, to current safety specifications & operating correctly	■	■	■
Check for correct spindle speeds against Tachometer	■	■	■
Run spindle to MAX rpm to check for noises	■	■	■

## Service Task Checklist - Other

Annual Service Task	Machining Centres (inc LPM)	Turning Centres	UMC 4+ 1 & UMC-5X	Bridge Mills/2010 Series	Oil Country/XL Lathes
Check all gib adjustments X,Y & Z axes (except LR Range)	.	.	.	.	.
Check and level machine	.	.	.	.	.
Check machine alignments (& advise if return visit is needed for full re-alignment)	.	.	.	.	.
Check machine geometry with the granite square. Adjust squareness of bridge to table movement if necessary	.	.	.	.	.
Check spindle sweep (Trammel)	.	.	.	.	.
Check/calibrate tool probe if necessary	.	.	.	.	.
Check/reset tool change height & spindle orientation	.	.	.	.	.
Check all electrical connections to motors	.	.	.	.	.
Check all electrical switch gear	.	.	.	.	.
Check condition of incoming supply cable	.	.	.	.	.
Check conveyor operation in both directions	.	.	.	.	.
Check coolant pump operation	.	.	.	.	.
Check correct fuses are fitted	.	.	.	.	.
Check foot switch operation	.	.	.	.	.
Check operation of handwheels	.	.	.	.	.
Check operation of parts catcher	.	.	.	.	.
Check software limits	.	.	.	.	.
Remove and clean all filters in electrical cabinet	.	.	.	.	.
Check headstock lubrication, drain, clean and refill - using new oil filter (customer to supply oil)	.	.	.	.	.
Grease chuck	.	.	.	.	.
If no lubrication tank is fitted, grease all points	.	.	.	.	.
Remove, check, clean and refill lube pump system. (Customer to supply oil)	.	.	.	.	.
Check all motor couplings are secured and aligned	.	.	.	.	.
Check all Hydraulic Connections are sound & secure	.	.	.	.	.
Check and evaluate slideway wear and ensure there is adequate lubrication to all points	.	.	.	.	.
Check function of spindle brake (if fitted)	.	.	.	.	.
Check headstock noise in all gears	.	.	.	.	.
Check spindle tool gripper is tight	.	.	.	.	.
Check spindle encoder belt. Adjust where necessary	.	.	.	.	.
Check Toolchange operation. Clean and refill air regulator bottles. Adjust if necessary	.	.	.	.	.
Check spindle belt condition	.	.	.	.	.
Check/adjust backlash	.	.	.	.	.
Remove Slideway covers to check axes ballscrews	.	.	.	.	.
Remove, check and clean slideway wipers	.	.	.	.	.
Check air blast	.	.	.	.	.
Back-up customer's software and programs	.	.	.	.	.
Check correct operation of emergency stop circuits	.	.	.	.	.
Check correct operation of guard circuits & limit switches	.	.	.	.	.
Ensure that all current safety upgrades have been carried out/load current release software versions	.	.	.	.	.
Ensure that all guarding is in place, to current safety specifications & operating correctly	.	.	.	.	.
Check for correct spindle speeds against Tachometer	.	.	.	.	.
Run spindle to MAX rpm to check for noises	.	.	.	.	.