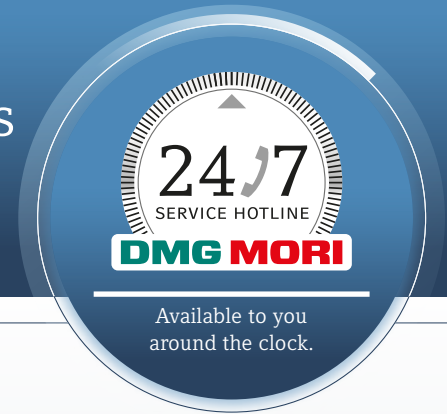


# CUSTOMER FIRST

We've been listening to you!  
High service quality at fair prices  
from DMG MORI.



**"We've got good news! We've completely revamped our service and spare parts pricing. Our 5 service promises help us to meet your high service quality expectations at fair prices."**

CUSTOMER FIRST was made possible through the merger of DMG MORI AKTIENGESELLSCHAFT and DMG MORI COMPANY LIMITED to form a global machine tool enterprise. We want you to profit from the resulting benefits, thus establishing a strong, long-lasting and successful partnership.

Get in touch with us – your sales and service team is always happy to help!

# DMG MORI manufacturer service – our expertise for your productivity!

Top service around the clock. All of DMG MORI's expertise is centred around our 24/7 Service Hotline. Whether you need technical support or want to order a spare part, we can provide quick, professional assistance!



## HIGHLIGHTS

- + 24/7 Service Hotline for expert service around the clock
- + We resolve 60 % of queries over the phone
- + Extensive technical service network for rapid on-site service support
- + Our manufacturer expertise guarantees top-quality service
- + Quick and reliable spindle service
- + Options for boosting your productivity with selected service products



Find out more about  
LifeCycle Services at:  
**lifecycle-services.**  
**dmgmori.com**



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# DMG MORI

# CUSTOMER FIRST – Our 5 service promises!

1

2

3

4

5



**BEST PRICE  
GUARANTEE  
FOR SPARE PARTS**



**SPINDLE SERVICE  
AT BEST PRICES**



**NEW FLAT  
CALL-OUT RATE**



**WE SAFEGUARD  
YOUR  
PRODUCTIVITY**



**COMPLETE  
OVERHAULS**

High quality, fair prices. You can take us at our word!

# 1

## BEST PRICE GUARANTEE FOR ORIGINAL SPARE PARTS



**NEW**

SPARE PARTS

If a spare part, offered or supplied by us, is at least 20 % cheaper elsewhere, we'll immediately give you a full refund of the price difference. Guaranteed!\*

### IT'S THAT EASY

Just send an e-mail to the address below, listing our offer or order number and the cheaper alternative offer or alternative supplier's weblink: [bestprice.uk@dmgmori.com](mailto:bestprice.uk@dmgmori.com).

\* Only applicable if delivery of our spare part was after 01/09/2016. The spare part in the alternative offer is completely identical – not a repair, copy or other version. It is a new part with an identical warranty period and contents. The scope of supply and quantity are identical. The alternative part has the same availability.

# 2

## SPINDLE SERVICE AT BEST PRICES DIRECTLY FROM THE MANUFACTURER



**NEW**

World-class manufacturer's expertise at new attractive prices – DMG MORI spindle service!

### SPINDLE REPAIRS

Expert repairs with full cost control.

- + Fixed price without additional charges
- + 6-month warranty
- + Includes replacement of rotary feed-through
- + Includes replacement of any faulty stator and rotor parts

### SPINDLE REPLACEMENT SERVICE

The choice is yours: Fully refurbished replacement spindle or a new spindle ready to use.

- + Warranty up to 9 months or 18 months
- + Including replacement of rotary feed-through
- + Professional replacement of the damaged spindle by experienced DMG MORI service technicians



# 3

## NEW FLAT CALL-OUT RATE – HUGE SERVICE COST CUTS



SERVICE

Now available – no travel or other extra costs! Instead, we've introduced a flat rate service charge to cover our costs. This means you save up to 50 %!

### YOUR BENEFIT

- + Fixed price, flat rate service charge
- + One-off charge per service call-out per engineer
- + No calculating the service engineer's travel time cost
- + No mileage charges
- + No expenses or small parts costs

**NEW SERVICE COSTS – SAVE UP TO 50 %**

# 4

## WE SAFEGUARD YOUR PRODUCTIVITY



Reduced operating costs, maximum machine availability and precision throughout the entire life cycle of your machine – DMG MORI Service *Plus!*

### MAINTENANCE PLUS

Manufacturer maintenance for maximum machine availability.

- + Replacement / installation of required wear parts at a fixed price

### SERVICECOMPETENCE PLUS REFERENCE PROJECTS

Professional maintenance – we show you how to do it yourself.

- + Replacement of key wear parts with maintenance kits tailored to each specific machine type

# 5

## COMPLETE OVERHAULS – RESTORING MAXIMUM PERFORMANCE



**PROVEN**

Full functionality from proven DMG MORI technologies – Ensure well-established production processes with machine or component overhauls.

### HIGHLIGHTS

- + A wide range of machine types at a fixed price
- + Maximum performance restored
- + Component reconditioning to manufacturer's quality standards
- + Additional software updates and selected retrofitting options
- + Top quality through extensive operational testing
- + Full service warranty
- + Overhaul options – on-site or at manufacturer's own location

# SPARE PARTS

## EXAMPLE MAINTENANCE KITS



### MAINTENANCE KITS

Affordable original replacement parts, in a full package.

### HIGHLIGHTS

- + More than 200 different maintenance kits available, all perfectly customised for each machine type
- + Ensuring machine availability
- + All important wear parts in one kit
- + Protection from expensive subsequent damage
- + Save up to 25 % with our attractive package rate

More information, descriptions and prices for our maintenance kits are available from your local service team: [www.dmgmori.com](http://www.dmgmori.com)