MITSUBISHI ELECTRIC
Changes for the Better

Automating the World

NUMERICAL CONTROL

Extended Warranty Contract (EWC) & Service Support 24 Hours (SS24)



Mitsubishi Electric has a widespread service network across the globe, making Mitsubishi CNCs a preferred choice for clients over its competitors. At Mitsubishi, we not only provide service support at par with clients' expectations, but we also try to better our after-sales service with our prompt responses, solid technologies and user-friendly approach.



CNC Extended Warranty Contract

At Mitsubishi, we strive continuously to improve our products and services with a focus on delivering high-performance and energy efficient solutions. And to ensure that you keep benefitting from our products uninterruptedly in order to achieve your organizations goals, we would like to introduce you to Mitsubishi Electric Extended Warranty Contract for CNCs. Our prompt response, solid technologies and a user-friendly support system ensure a better after-sales service for our clients across the world.

Quick Response Time

The Mitsubishi Electric Extended Warranty Contract ensures that the moment you notify our service team about a breakdown, our team of highly trained service engineers will swing into action to provide a solution to your problem.

Low Running Cost

The Mitsubishi Electric Extended Warranty Contract assures you a prompt service response and spare part availability for the machines covered under the contract. Almost all parts related to Mitsubishi CNC controller are covered under this contract that helps you plan the annual maintenance cost. It also helps minimize the downtime and increases the machine availability.

Low Extended Warranty Contract (EWC) Price

The Mitsubishi Electric Extended Warranty Contract comes at an attractive price that's best compared to the competitors. The cost of Extended Warranty Contract can be as low as ₹17,500 per year (depends upon the number of machines covered under the contract). So, you just have to pay a small price to keep your CNCs more efficient.

Lower Breakdown Time

Our highly trained and well-equipped engineers keep a record of installed products and end-user information. This information helps our service engineers to easily find the fault areas in the CNCs and fix the problem without losing much time. Also we keep the spare parts inventory as per install base. The total solution for the extended warranty contract will reduce breakdown time and hence increase productivity.

Free Inspection Visit

Mitsubishi Electric engineers will inspect the site and machinery before giving the extended warranty. Mitsubishi Electric will not charge any fee for the inspection on purchase of Extended Warranty Contract.

CNC Service Support 24 Hrs. (Optional)

SS24

- Round the clock Telephone support through dedicated Toll-Free line.
- Troubleshooting & Counselling over phone and email.
- Priority Service & Support for the registered customers.
- Next working day dispatch of parts and engineer



Field Support



Online Support



Spare Parts



Lifetime Support

CNC covered under this contract

Model ECO : For Economical controller (E70/E80 series with Turning/Grinding/Gantry Machines)

Model STD : For Standard Controllers (M60/M70/E70/M80/E80 series) and for *MAZATROL (M64 series)

Model CUST : For Windows/Customized Controllers of Japanese Machine tool builders (Yamazaki Mazak Corporation / DMG MORI CO., LTD. / CITIZEN MACHINERY CO., LTD. / Kitamura Machinery Co., Ltd. etc.) including C70/C80 series and of Taiwanese Machine tool builder (SHE HONG INDUSTRIAL CO. LTD. etc.)
*MAZATROL is Yamazaki Mazak Corporation's Customized Controllers.

Payment Terms and Discount Structure

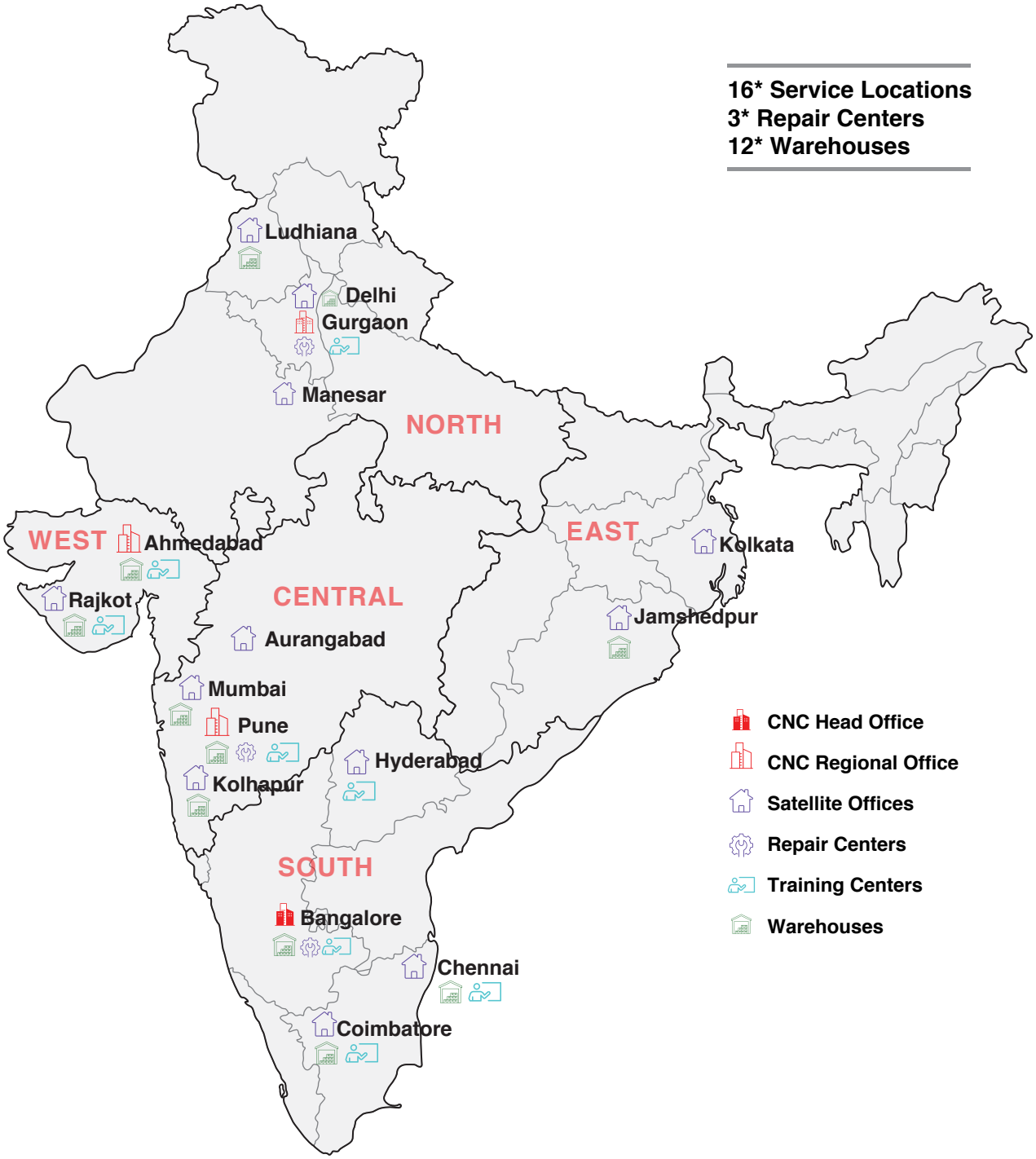
Number of Controllers Covered Inside One Single Factory at One Location	Discount	INR Price with Discount			
		Model ECO	Model STD	Model CUST	SS 24
1	0 %	25,000	30,000	40,000	1,800
2 to 4	10 %	22,500	27,000	36,000	1,620
5 to 9	15 %	21,250	25,500	34,000	1,530
10 to 19	20 %	20,000	24,000	32,000	1,440
20 to 49	25 %	18,750	22,500	30,000	1,350
50 and above	30 %	17,500	22,000	28,000	1,260

Note : For machines more than 10 year old, 50% additional charges will be applicable on EWC

An overview of our services

Sr. No.	Description	Included Parts	Excluded Parts
1	Parts for Spindle System	1. Standard Spindle Motor (Only bearing and winding covered) 2. Standard PLG (Pulse generator) 3. Optical Encoder (OSE1024) - For Orientation 4. Magnetic Sensor - For Orientation 5. Standard PLG waveforms adjustment	1. 90k pulse PLG 2. MP Scale 3. Non-Standard PLG 4. Built-in and MTB scope Spindle Motor 5. Cooling Fans for Spindle motor 6. MTB Manufactured Cables.
2	Parts for Servo System	1. Encoder 2. Servo motor only (The assembly, disassembly and coupling of motor are the responsibilities of the Machine Tool Builder.)	1. Linear / Rotary scale feedback 2. MTB Manufactured Cables 3. D D motor 5. Cooling Fans for Servo motor
3	NC Unit and Amplifiers	1. Mitsubishi Electric CNC, Base IO, Remote IO. 2. Servo & Spindle Amplifiers 3. LCD Display Unit 4. Backlight of LCD 5. HDD/SSD Unit 6. Mitsubishi Electric CNC unit Cables 7. MPG (HD60)	1. MTB Operation Board 2. Key switch, Keyboard 3. CRT Unit 4. FDD Unit 5. MTB Manufactured Cables 6. Fuse 7. Batteries 8. Cooling fans 9. Remote MPG/MTB scope MPG 10. MTB scope HDD/SSD
4	Others		1. General purpose Inverter & Servo system 2. Sequencer (PLC)

Whenever
Wherever
Forever



Note: The customer and the consignee should not use the goods and services for manufacturing of nuclear weapons, biological weapons, chemical weapons or weapons of mass destruction.

Mitsubishi Electric India Pvt. Ltd.
Factory Automation and Industrial Division

CNC eXPerience Park, Plot no.57/A, 3rd Phase,
Peenya Industrial Area, Bangalore - 560058, Karnataka, India.
Toll Free Number: 1800 102 9603, 9:30am to 5:15pm

www.mitsubishielectric.in/fa

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Preventive Maintenance

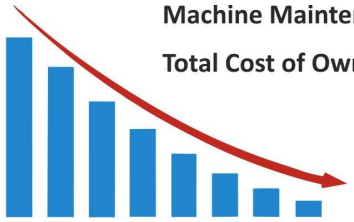
When the machines are run continuously, there is a possibility of deterioration of CNC parts due to entry of dust, moisture, coolant mist etc., resulting in early failure of parts and machine break-down. Also, variation in incoming voltage, cabinet temperature, machine vibration will affect the life of CNC parts.

With regular Preventive Maintenance from Mitsubishi, customer can overcome above issues and increase machine availability for production.

HIGHLIGHTS

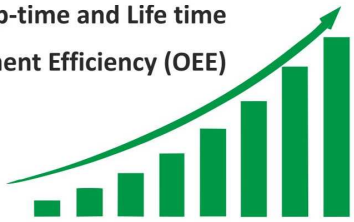
- HEALTH-CHECK
- CLEANING
- REPLACEMENT
- DATA BACK-UP
- OVERHAULING

ADVANTAGES TO CUSTOMER



Machine Maintenance Cost

Total Cost of Ownership (TCO)



Machine Up-time and Life time

Overall Equipment Efficiency (OEE)

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FEATURES OF PREVENTIVE MAINENANCE CONTRACT

- Complete health-check of all CNC parts in the machine including supply, temperature and vibration
- Cleaning of units and replacement of consumable parts such as battery and fans.
- Complete data back-up of CNC including Hard Disc.
- Overhauling of Drives and Motor at Mitsubishi Repair Center (optional at actual cost)

COVERAGE & PRICING

CNCs covered under this contract

ModelA: Standard CNC (M60/ M70/ E60/ E70), Mazatrol (EIA)
Model B: Standard CNC (M700 with Windows), Mazatrol (Matrix/Fusion/Smart), Citizen (M730/M635), Mori Seiki (M720/M730), C70.

Payment Structure

INR Price per machine per 2 year	Model A	Model B
	45,000	70,000

Note: Preventive Maintenance can be clubbed with EWC & SS24 also.

COMBINED OPTION



SCOPE & SCHEDULE

No.	Description	Included Parts	1st visit (1st month)	2nd visit (13th month)
I	Parts for CNC Controller	1.Cooling Fan 2. System Battery 3. Power Supply 4. LCD 5. Backlight 6. HDD 7. Key Sheet 8. Keypad	o * o * * * * *	
II	Parts for Amplifiers	1. Cooling Fan 2. Battery 3. Overhauling (Actual)	o o **	
III	Motors	1. Cooling Fan 2. Overhauling (Actual)	* **	
IV	Others	1. Machine Health Check-up 2. Cleaning NC units and drives 3. Data Back-up	o o o	o

o - Standard replacement / work as per contract
* - Optional replacement depending on part condition on chargeable basis
** - Overhauling done depending on condition of Motor/ Drive which will be charged separately
# - EWC is Extended Warranty Contract and SS24 is Service Support 24 Hours (Telephone)

For Registration Please Contact:
CNC Technical Centre, Plot No 56, 4th Main Road, Peenya 3rd Phase, Peenya Indsl. Area, Bangalore – 560 058, Karnataka, India
Tel (Main) - +91-080-446552164, Email : nc_service_india@asia.meap.com **Tollfree : 1800 102 1168**