

SS24

Mitsubishi Electric India
CNC SS24

Round the
Clock Support



CNC Service Support 24 Hrs.

- ❖ 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 (at MEI standard rate)

SS24



MEI CNC SS24

MEI CNC Service Support 24 Hrs.

- **Round-the-Clock Telephone support through dedicated Toll-Free line**

Front engineer will be available 24x7 (Excluding Public Holidays) to provide technical support on the phone and email. Customer will be provided with a dedicated toll-free number with password protection

- **Troubleshooting & Counselling over phone and email.**

Qualified and trained engineers will be assisting maintenance personal to diagnose the problem and to restore the machine quickly.

- **Priority Service & Support for the registered customers.**

MEI will maintain complete machine failure history and will provide priority service for registered customer under SS24.

- **Next day dispatch of parts and engineer.**

MEI will maintain required spare parts based on machine hardware configuration and parts/engineer dispatch will be done on next working day as per MEI's standard service policy.

▶▶ **NC s covered under this contract :**

Standard CNC (M60 / E60 / M70 / M700 / M80 / M800 / E70 / E80 / C70 / C80), Mazatrol (Smooth / Matrix / Fusion / Smart / EIA), Mori Seiki (M720 / M730 / M750), Citizen (M730 / M635), Kitamura and Hartrol.

Payment terms & Discount Structure:

Number of Controls Covered inside one single factory at one location	1	2 to 4	5 to 9	10 to 19	20 to 49	50 and above
% Discount	0	10	15	20	25	30
Rate in INR per CNC	1,800	1,620	1,530	1,440	1,350	1,260

For registration please contact :-

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