



HARDINGE<sup>®</sup>

# TECHNICAL SERVICES



# TECHNICAL SERVICE CAPABILITIES

## DIAGNOSTICS/HELPDESK

Our knowledgeable factory trained Helpdesk staff are here to help you with all your service needs. The team boasts a very high percentage of phone-fixed incidents minimizing costly downtime.

## PREVENTIVE MAINTENANCE

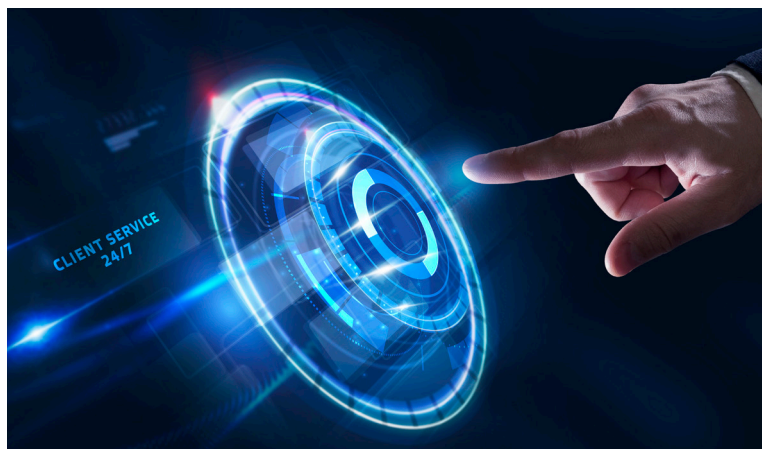
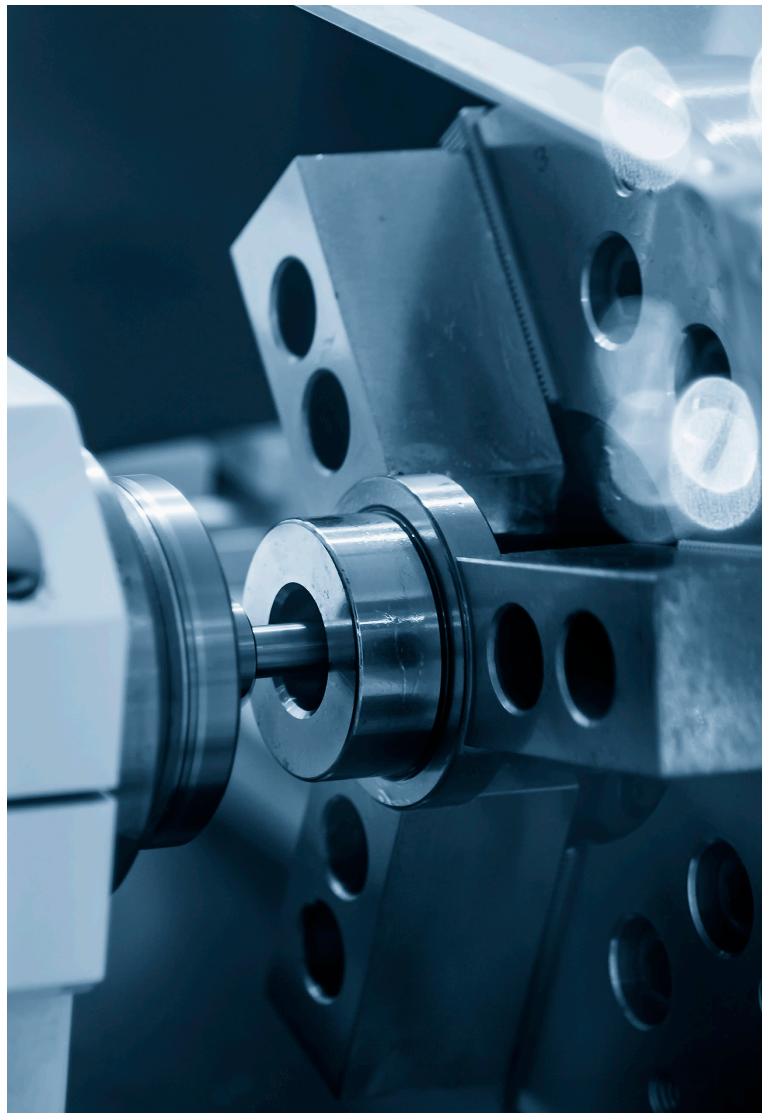
Even the most powerful and dependable CNC machinery needs regular servicing and routine care. The Hardinge programs are delivered by factory trained technicians and designed to protect your investment, reduce downtime and extend the life of your machine.

## ON-SITE REPAIR SERVICES

Our Field Service Technicians are highly experienced, and factory trained. Armed with knowledge, experience, and factory support making them well prepared to tackle even the most complicated machine problems. We understand the importance of up-time and strive to complete each on-site request as quickly as possible.

## SERVICE PROGRAMS

Hardinge offers a range of support programs that include preventive and proactive maintenance, breakdown resolution, as well as delivered by factory trained and certified technicians. Hardinge support programs are designed to minimize downtime and extend the life of your high precision equipment.





# PROTECT YOUR PRODUCTIVITY

## MINIMIZE DOWNTIME

- Priority dispatch of technicians to minimize downtime.
- Proactive maintenance by factory trained technicians to ensure customer stays ahead of wear issues and machine is kept at peak operating efficiency.
- Extended 24/7 phone support by field technicians to make sure customers with multi shift operations always have access to qualified technical support.

## MAXIMIZE SERVICE QUALITY

- Factory-trained Hardinge technicians to carry out service in line with manufacturing guidelines to extend lifespan and productivity of machines.
- Original Hardinge parts and access to specialist equipment to carry out high quality repairs.
- Design preventive maintenance around production and application needs.



# PREVENTIVE MAINTENANCE PROGRAMS

	CUSTOM OFFERINGS	PREMIUM	PERFORMANCE	2 <sup>ND</sup> YEAR WARRANTY EXTENSION
<b>PREVENTIVE MAINTENANCE</b>	✓	✓	✓	—
<b>ON-SITE LABOR</b>	✓	—	—	✓
<b>TRAVEL</b>	✓	✓	\$150/HOUR	✓
<b>BASIC PM KIT</b>	✓	✓	20%	—
<b>DIAGNOSTICS HELPDESK</b>	7D/24H	5D/24H	5D/8H	5D/8H
<b>PRIORITY DISPATCHING</b>	✓	✓	—	✓
<b>REPAIR PARTS</b>	30%	15%	10%	—
<b>KELREMOTE</b> If machine is equipped for Kelremote	✓	✓	—	✓
<b>RAPID PART DEPLOYMENT</b> for down machines	✓	—	—	✓

\*Pre-paid service hours

# 2<sup>ND</sup> YEAR EXTENDED WARRANTY



## ON-SITE LABOR

### BENEFITS:

- Fixed cost limits financial surprises.
- Services delivered by Hardinge Field Service Technicians who are highly experienced, and factory trained. Armed with knowledge, experience, and factory support making them well prepared to tackle even the most complicated machine problems. We understand the importance of up-time and strive to complete each on-site request as quickly as possible.
- Genuine OEM parts to ensure equipment performance and reliability.



## TRAVEL



## PARTS



## PHONE DIAGNOSTICS

### BENEFITS:

- Helpdesk assistance from Hardinge factory trained and certified staff there to help you with all your service needs with a very high phone-fixed rate minimizing costly downtime.
- Priority dispatch moves your service call to the top of the list to help ensure your machine is put back into production as quickly as possible.



## PRIORITY DISPATCHING



## RELIABILITY UPDATES

### BENEFITS:

- Reliability updates avoid unnecessary breakdowns.
- An annual service and equipment health review with customer to determine future service needs and recommendations.



## ANNUAL SERVICE REVIEW

# CUSTOM OFFERINGS

Designed for those customers demanding maximum uptime, as well as, control of their overall service cost. Highlights of what the Custom Offerings are; an annual PM, unlimited labor/break-fix parts, a fixed cost travel charge per incident, 7/24 diagnostics (W/Kelremote for capable devices) and so much more.



## ANNUAL PREVENTIVE MAINTENANCE

Ensures continued reliable machine performance



## RELIABILITY UPDATES

Reliability updates to ensure reliable machine performance and avoid unnecessary breakdowns.



## UNLIMITED ON-SITE LABOR & FLAT RATE TRAVEL FEES

Fixed cost limits financial surprises.



## SERVICE DELIVERY REVIEW

Annual engagement with Hardinge Technical Service Team to review the year of service and determine future service needs.



## 7/24 DIAGNOSTICS & KELREMOTE (Where Applicable)

Helpdesk assistance from Hardinge factory trained and certified staff with a very high phone-fixed rate assisting you with all your service needs 7/24 minimizing costly downtime.



## REPAIR PARTS

Genuine OEM parts to ensure equipment performance and reliability.



## PRIORITY DISPATCH

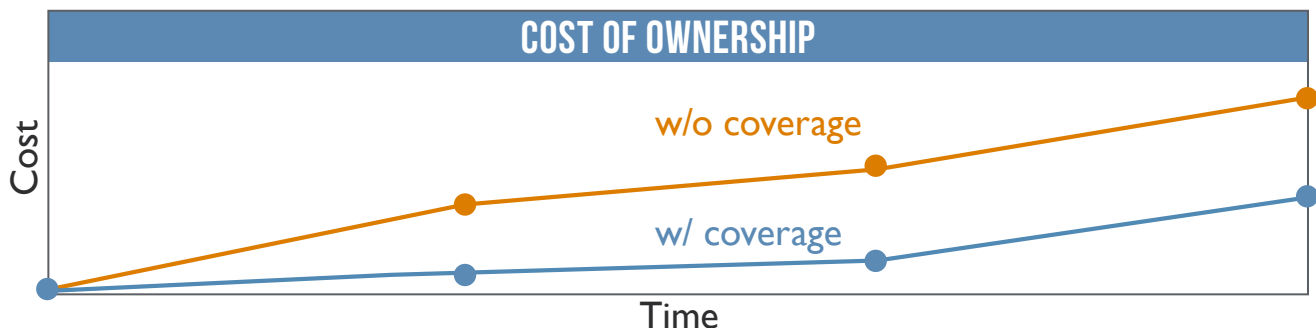
Priority dispatch moves your service call to the top of the list to help ensure your machine is put back into production as quickly as possible.



## RAPID DEPLOYMENT OF PARTS

Minimizes downtime.

## OVERALL COO IMPACT OF A MACHINE ON THE CUSTOM OFFERINGS PROGRAM





# REFURBISHMENT SERVICES



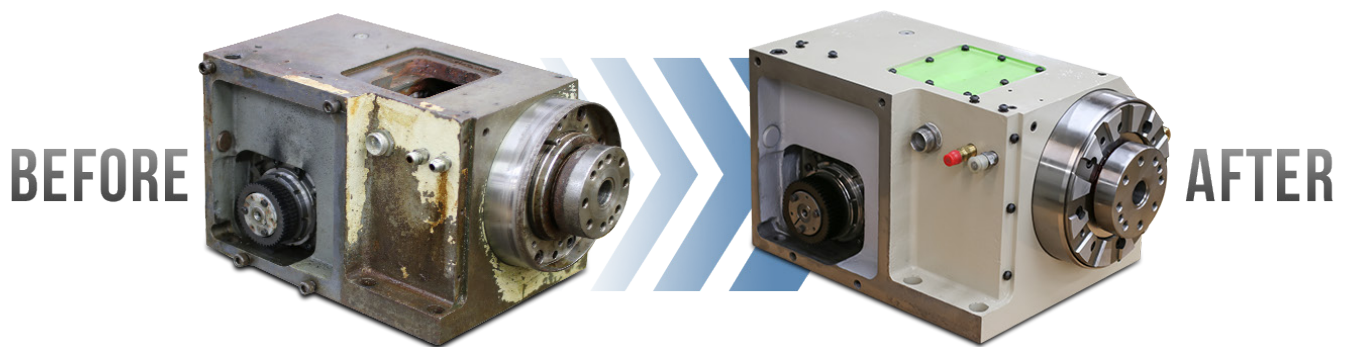
Hardinge offers the following in-house repairs for our turning, milling, and grinding machines that include:

- |                   |                                   |
|-------------------|-----------------------------------|
| <b>SPINDLES</b>   | <b>CONTROLS</b>                   |
| <b>TURRETS</b>    | <b>SUB-SPINDLE COLLET CLOSERS</b> |
| <b>HEADSTOCKS</b> | <b>SUB-SPINDLES</b>               |
| <b>TAILSTOCKS</b> | <b>CARRIAGE/CROSS SIDES</b>       |
| <b>WORKHEADS</b>  | <b>MAIN COLLET CLOSERS</b>        |
| <b>B-AXIS</b>     | <b>BEDPLATES</b>                  |

We analyze your products' condition and provide you with an individual cost estimate.

The refurbishment ranges from a re-alignment to a complete overhaul including painting and scraping.

\*Rush repair service available upon request for an additional fee.



Hardinge is committed to ensuring your part is repaired to new machine standards with the quickest delivery in the industry. At Hardinge, our mission is to minimize downtime so that you can get your production up to speed as soon as possible.

Refurbishment may consist of a quality control evaluation of all parts, which may include up to: incoming evaluation, breakdown, cleaning, inspection, installation of new components as needed, assembly, balance, test run, post-service quality control evaluation, painting and crating.

