



HARDINGE[®]

TECHNICAL SERVICES

SUPER-PRECISION[®] Turning and Grinding



TECHNICAL SERVICES 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.

PREVENTATIVE MAINTENANCE

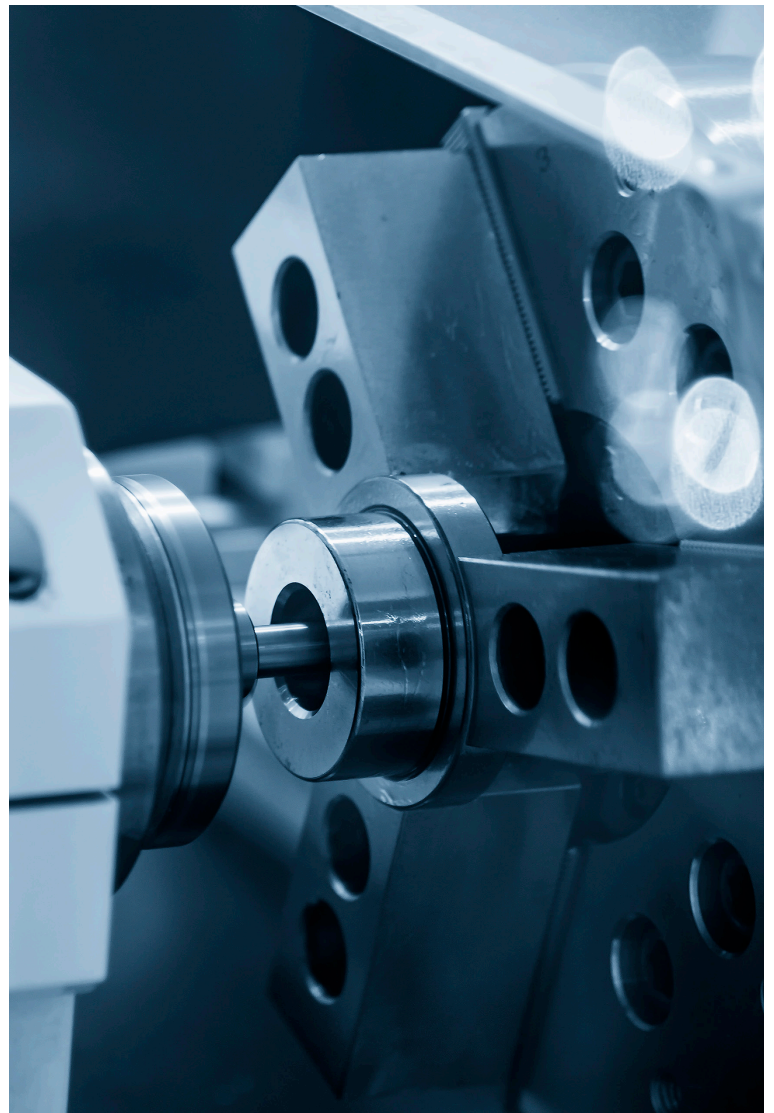
Even the most powerful and dependable CNC machinery needs regular servicing and routine care. The Hardinge programs are delivered by factory trained technicians and designed to protect your investment, reduce downtime and extend the life of your machine.

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 CONTRACT PROGRAMS

Hardinge offers a range of support contracts & programs that include preventative and proactive maintenance, breakdown resolution, as well as, machine performance assurance activities. All 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.
- Annual service reviews to understand customers individual service needs and design preventative maintenance around these needs.





HARDINGE SERVICE CONTRACT OFFERS

HARDINGE®	ELITE	PREMIUM	PERFORMANCE	2 ND YEAR WARRANTY EXTENSION
PREVENTATIVE MAINTENANCE	✓	✓	✓	-
ON-SITE LABOR	✓	20% DISCOUNT	10% DISCOUNT	✓
TRAVEL	FLAT RATE/ INCIDENT	\$150/HOUR	\$150/HOUR	✓
BASIC PM KIT	✓	✓	-	-
DIAGNOSTICS HELPDESK	7D/24H	5D/24H	5D/8H	5D/8H
PRIORITY DISPATCHING	✓	✓	-	✓
RELIABILITY UPDATES	✓	✓	-	✓
SERVICE DELIVERY REVIEW	✓	✓	-	✓
REPAIR PARTS	✓	-	-	-
KELREMOTE <small>If machine is equipped for Kelremote</small>	✓	-	-	✓
RAPID PART DEPLOYMENT FOR DOWN MACHINES	✓	-	-	✓
DISCOUNT ON ACCESSORIES	30% DISCOUNT	-	-	-
CRITICAL PART PURCHASE <small>(Customer Parts Holding)</small>	10% DISCOUNT	-	-	-

2ND 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

ELITE SERVICE CONTRACT

Designed for those customers demanding maximum uptime, as well as, control of their overall service cost. Highlights of what the Elite program provides 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 PREVENTATIVE MAINTENANCE

Ensures continued reliable machine performance



SERVICE DELIVERY REVIEW

Annual engagement with Hardinge service manager to review the year of service and determine future service needs.



UNLIMITED ON-SITE LABOR & FLAT RATE TRAVEL FEES

Fixed cost limits financial surprises.



REPAIR PARTS

Genuine OEM parts to ensure equipment performance and reliability.



7/24 DIAGNOSTICS & KELREMOTE

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.



RAPID DEPLOYMENT OF PARTS

Minimizes downtime.



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.



ACCESSORY DISCOUNT (30%)

Lower cost of additional accessories purchased from Hardinge



RELIABILITY UPDATES

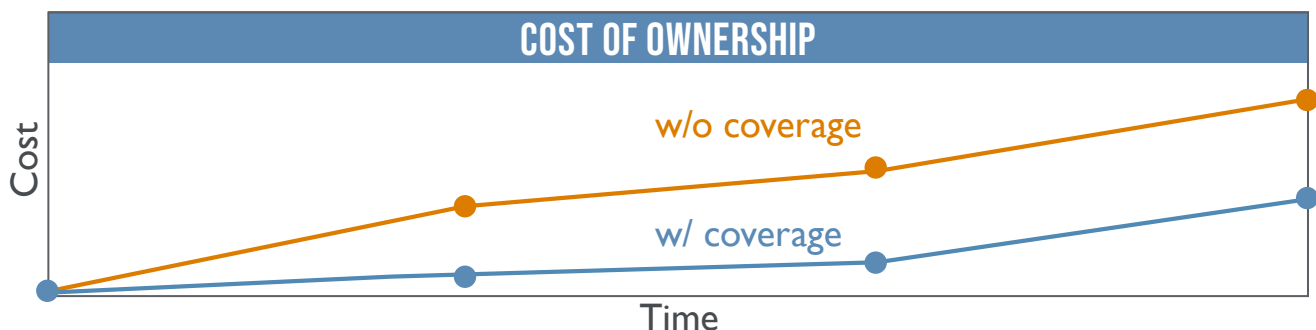
Reliability updates to ensure reliable machine performance and avoid unnecessary breakdowns.



CRITICAL ON-SITE PARTS DISCOUNT (10%)

Low cost of investment for critical shelf stock, as well as, decreased downtime.

OVERALL COO IMPACT OF A MACHINE ON THE ELITE PROGRAM



PERFORMANCE ASSURANCE PLAN

This plan features a technical review after nine months of ownership that includes:

- Advanced maintenance training for your in-house personnel
- Geometry verification vs manufacturing specs
- Scale analysis
- Vibration analysis of spindles
- Equipment health report



PLAN OVERVIEW:

- After nine months of ownership geometry, scales and spindles are checked and reverified against factory specifications.
- Equipment health report is then delivered to the customer. Ensuring optimal machine performance.
- Maintenance expectations setting and basic maintenance training covered at the time of install.
- Advanced training delivered after nine months of ownership building on actual experience to advance the training and refine actual customer benefit.
- Enabling the customer to become as self-sufficient as possible.



