

Frequently Asked Questions

Who can purchase a plan?

Any XYZ table that has been installed by the XYZ service team can be supported through these service plans. We reserve the right not to offer a service plan on tables that have not been installed by our team as there are many points outside of our control that could compromise the quality and safety of the installation.

What are the hours for phone support?

Phone support is available Monday to Friday excluding holidays during regular business hours Eastern time. Phone support does not include operator training or assistance with commissioning a table; Operator training can be done on-site during a scheduled service call or via video training. Table commissioning should always be done by our factory-trained technicians during a scheduled service call.

Advantage and Elite plan customers have access to a technician on call outside of these regular business hours. Calls will automatically be routed to a support center and they can connect the call with the technician on call.

Do I need a service plan for each of my tables to get telephone support?

Any level of service plan gives telephone support for all XYZ systems at that physical location. If the buyer has multiple sites, they will need a service plan for each site that requires access to telephone support. Service tickets from Advantage and Elite plan subscribers will be given priority.

Can I have Preventative Maintenance done on additional tables at the same site?

Preventative maintenance for additional tables can be added to Advantage or Elite plans at the cost of \$495/table (\$100 discount). The Busch vacuum pump service can be added to Elite plan tables at the cost of \$200/table (\$95 discount). Any added services must be done during the one annual visit.

What happens during the Preventative Maintenance visit?

When the technician arrives on-site to perform a Preventative Maintenance, the table will be checked to ensure it is in proper working order.

If the system is not in good working order, it must be repaired at our standard hourly rate to bring it up to working order before the Preventative Maintenance visit can begin. In this case, the technician will inform the buyer and obtain authorization to proceed prior to starting repairs.

Our planning staff account for 2-3 hours maximum for the Preventative Maintenance visit. If this time is spent repairing a system at our standard hourly rate, and there is not enough time to do the Preventative Maintenance, it will have to be postponed unless we are given notice and can book sufficient time to do the repair and the Preventative Maintenance. There will be a flat \$200 travel charge added to any hourly service that is added to or postpones a Preventative Maintenance visit.

The buyer will receive e-mail notification confirming the date and time of the preventative maintenance visit. The table should not be running a lengthy job when the technicians arrives so that work can begin

immediately. If access to the table(s) is denied once the technician is on-site, the preventative maintenance visit will be considered to be complete.

When will the preventative maintenance visit be scheduled?

For locations that are within 180 miles (300km) of an XYZ office, we will attempt to schedule these at a time that is mutually convenient. The Preventative Maintenance visit must take place during the one year timeframe of the plan.

For locations that are more than 180 miles (300km) from an XYZ office, we will plan to visit your region twice each calendar year to do preventative maintenance. These visits will be 6 months apart (+/- 3 weeks) on a regular schedule.

If a Preventative Maintenance visit cannot be scheduled due to the schedule of the buyer while we are doing a trip in your region, it can be postponed to the next trip in 6 months. If it cannot be done during the next trip due to the schedule of the buyer, it will be forfeited.

If you have multiple machines with Preventative Maintenance visits in your package, they must be done during the same visit. Only one technician will be on site, so only one machine will be offline at any time.

How do the discounts work in the Elite plan?

15% discount on all knife repairs:

Knife repairs are done at XYZ so the unit must be removed from the table, packed and shipped to our location. Our team will apply the 15% discount to the repair charges including any required parts but excluding the return shipping.

15% Discount on Controls Upgrades (electrical box, drives, inverters, cabling)

The discount will be offered by our sales team and does not stack on top of any other promotion or offered discount. If other offers are less than 15%, you will receive the 15% discount. If others exceed 15%, you will get receive the higher discount.

10% Discount on Mechanical upgrades (racks, barrel assemblies)

The discount will be offered by our sales team and does not stack on top of any other promotion or offered discount. If other offers are less than 10%, you will receive the 10% discount. If others exceed 10%, you will get receive the higher discount.

5% Additional Discount on existing percentage Tool Specials

Throughout the year, there are percentage discounts offered on different tools and tooling lines. When these percentage discounts are in effect, there will be a code given to Elite plan members to give an additional 5% discount. These discounts are on CNCShop orders only and no discount will apply to call in orders. Example: 10% CNCShop discount is offered on certain products via e-mail; Elite plan subscribers will receive a code to give them a 15% discount instead

10% Discount on Replacement Components (excluding Spindles, Pumps & Blowers)

Elite plan members will receive a discount code for CNCShop that grants the user a 10% discount on eligible replacement components excluding Spindles, Pumps and Blowers. These discounts are on CNCShop orders only and no discount will apply to call in orders. Replacement components are defined as all items in the following CNCShop categories:

Router – XYZ Replacement Parts- ATC Parts, Bearing, Contactors & Transformers, Fans, E-Chain, Fuses, Inverters, Drives, & Motors, Mechanical Transmissions, Mister Parts, Operator Consoles, Pneumatics & Solenoids, Pressure Foot Parts, Sensors & Buttons, Spindle Parts, Maintenance Tools

15% Discount on Training Packages exceeding \$500

If additional training beyond the 5 hours of online training and 3 hours of video training included in the Elite plan, our service planners will apply a 15% discount if the quoted training is \$500 or more.

How does the video training work in the Elite plan and what is covered during the training time?

The time and content of the training is scheduled with one of our service planners in advance. This training is meant to address any applications questions or challenges that need support or it can also be used for new operator training. We will ship one of our remote video training kits to the site which includes a camera, tripod, power adaptor, network cable and instructions. Once it is connected, our technician will connect to the camera so they can see what you see. Once the session is complete, we will issue a call tag to have the camera kit picked up for return to our facility.

What is included in the Busch vacuum pump service in the Elite Plan?

The vacuum pump service includes the replacement oil and intake filter. The used oil and filter will be left by the XYZ technician at the buyer's location to be disposed of by the buyer in accordance with local regulations. The pump must be at an accessible location (ground level without obstructions) and the electrical supply must be locked out during service.

How does the Smart Console and A2MC repair work in the Elite plan?

A maximum of 1 Smart Console or Sub Console and 1 A2MC will be repaired free of charge per 1 year term of the Elite service plan. Additional console repairs and additional A2MC repairs will be done at our standard flat rate of \$575 and \$850 respectively. The Smart Console or Sub Console must be sent into XYZ for repair and the plan holder is responsible for shipping both ways.

How do I get my A2MC serviced as fast as possible?

A2MC repairs are always done at XYZ and must be received before 12pm Eastern to receive same day service. The buyer is responsible for shipping both ways and there is a flat repair rate of \$850 unless it is the one annual repair included in an Elite plan or is covered under warranty.