



MITSUBISHI CNC



*Changes for the Better*

**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)

- ❖ 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

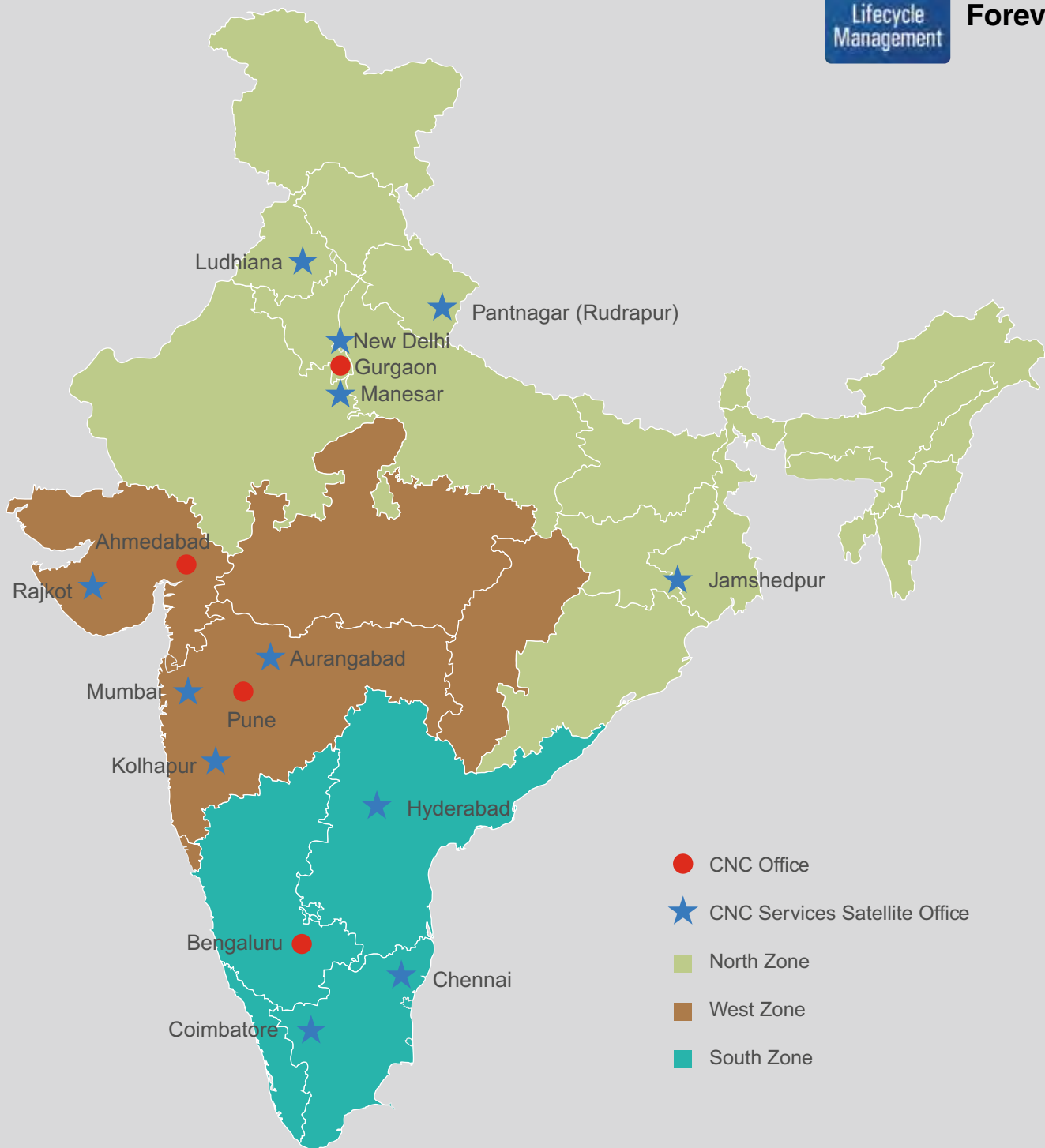
Note : For machines more than 10 year old, 50% additional charges will be applicable on EWC

## An overview of our services

SL No.	Description	Included Parts	Excluded Parts
1	Parts for Spindle System	<ol style="list-style-type: none"> <li>Standard Spindle Motor (Only bearing and winding covered)</li> <li>Standard PLG (Pulse generator)</li> <li>Optical Encoder (OSE1024) - For Orientation</li> <li>Magnetic Sensor - For Orientation</li> <li>Standard PLG waveforms adjustment</li> </ol>	<ol style="list-style-type: none"> <li>90k pulse PLG</li> <li>MP Scale</li> <li>Non-Standard PLG</li> <li>Built-in and MTB scope Spindle Motor</li> <li>Cooling Fans for Spindle motor</li> <li>MTB Manufactured Cables.</li> </ol>
2	Parts for Servo System	<ol style="list-style-type: none"> <li>Encoder</li> <li>Servo motor only (The assembly, disassembly and coupling of motor are the responsibilities of the Machine Tool Builder.)</li> </ol>	<ol style="list-style-type: none"> <li>Linear / Rotary scale feedback</li> <li>MTB Manufactured Cables</li> <li>D D motor</li> <li>Cooling Fans for Servo motor</li> </ol>
3	NC Unit and Amplifiers	<ol style="list-style-type: none"> <li>Mitsubishi Electric CNC, Base IO, Remote IO.</li> <li>Servo &amp; Spindle Amplifiers</li> <li>LCD Display Unit</li> <li>Backlight of LCD</li> <li>HDD/SSD Unit</li> <li>Mitsubishi Electric CNC unit Cables</li> <li>MPG (HD60)</li> </ol>	<ol style="list-style-type: none"> <li>MTB Operation Board</li> <li>Key switch, Keyboard</li> <li>CRT Unit</li> <li>FDD Unit</li> <li>MTB Manufactured Cables</li> <li>Fuse</li> <li>Batteries</li> <li>Cooling fans</li> <li>Remote MPG/MTB scope MPG</li> <li>MTB scope HDD/SSD</li> </ol>
4	Others		<ol style="list-style-type: none"> <li>General purpose Inverter &amp; Servo system</li> <li>Sequencer (PLC)</li> </ol>



**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.

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