



**100%
Customer
Service**

**The Value
of 100% Service**



Achieve more...

CONSULTING & CUSTOMER SOLUTIONS

The global market has never been more competitive. Customers are demanding higher quality with shorter turnaround times, and manufacturers face a wider array of challenges than ever before. As a result, you must achieve maximum performance from your machines at all times. With 100% Service, Agie Charmilles helps you make this goal a reality.

www.gfac.com/us

TRADE-IN VALUE



Milling



Wire EDM



Diesinking EDM

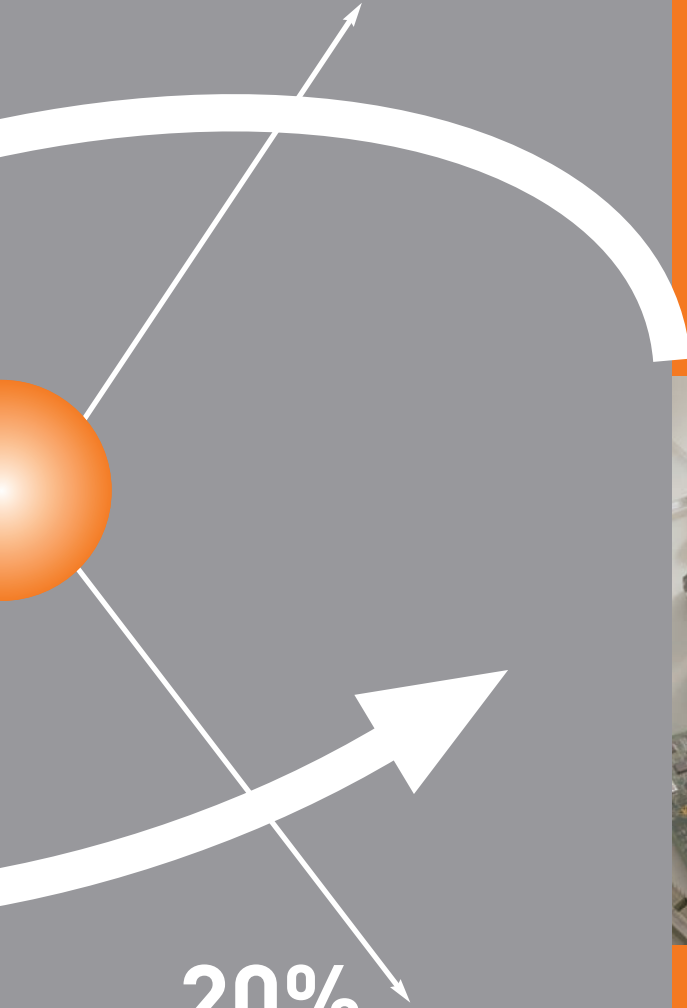
Do you know?

50%

of the average machine's potential is untapped due to inadequate training.

70%

of machine downtime
is due to a lack of
preventive maintenance.



20%

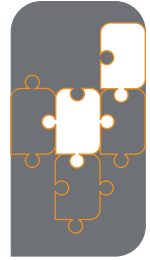
of machine downtime
is a result of not using
original parts and
consumables.



Original Parts and Consumables

There is only one source for parts and consumables specifically designed to maximize the performance of your GF AgieCharmilles machines. Third party components can result in performance losses of up to twenty percent. To guarantee the levels of performance that will sustain your competitive advantage, rely on original parts and consumables, directly from the machine manufacturer.

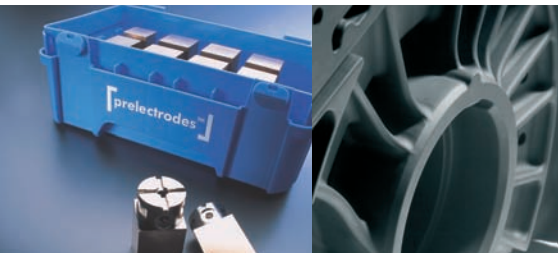
- + Obtain the highest levels of accuracy from your machine by using the best possible components.
- + Maximize your machine's life span by eliminating the wear and tear that can be introduced by third party parts and consumables.
- + Achieve a reliable production environment by knowing that every aspect of your machine is designed to work together.

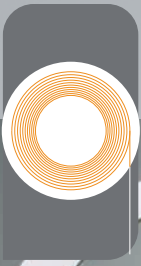


Privilege Club

In addition to the pre-existing benefits of using original parts and consumables, all members of Privilege Club now also receive Privilege Points in the unique Privilege Club program. These points can be redeemed for a wide variety of benefits, such as preventive maintenance, operator training or machine utilization consultation.

For more information please visit www.ac-privilegeclub.com.





Maintenance Contracts

Even the best machines can encounter problems if not treated properly. To ensure the best possible performance and reliability, regularly scheduled preventive maintenance should be a routine part of any machine's life. Approximately seventy percent of machine downtime can be avoided through the implementation of an Agie Charmilles preventive maintenance contract.



- + Control, testing and adjustment procedures help monitor your machine's condition and permanently optimize its reliability and performance.
- + Regular inspection minimizes machine wear and the potential for breakdown.
- + Agie Charmilles technicians receive constant education, allowing them to always understand the best ways to maximize your machine's performance.



Training



In today's manufacturing environment, skilled employees are a valuable resource. Investing in the best machinery will only get you so far if your operators lack the expertise to capitalize on its potential. Agie Charmilles is committed to providing the education necessary to make your employees experts in machine operation.



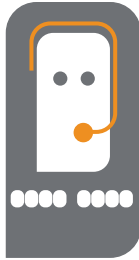
- + Training courses are designed to convey the most practical and beneficial information.
- + Expert machinists are able to get higher levels of performance out of the equipment they are operating.
- + Increasing knowledge and skills satisfies and motivates employees, and helps retain a highly skilled workforce.



The Hotline and The Expert Advisor

The Hotline

To provide the best possible service, all models of GF AgieCharmilles machines are supported through our state-of-the-art customer service call center. Regardless of your issue, our expert representatives are ready to provide the appropriate information and solution. Through the use of an innovative software system, representatives are constantly in contact with our entire network of resources, allowing them to meet your needs as quickly as possible.



The Expert Advisor

Every Agie Charmilles customer service representative participates in a continuous training program. This constant expansion of expertise means that you will always receive the latest and most relevant data in response to your inquiries. Whether you are calling for product information or a new machining technique, our customer service representatives will have the answer.



Logistics and Proximity



Logistics

A fast response is imperative when shipping replacement parts or consumables. Agie Charmilles constantly keeps you informed of your order's status as it moves through our system. In 95% of cases, parts can be delivered as early as noon the following day. By providing rapid delivery, we minimize the downtime of your equipment.



Proximity

Agie Charmilles employs approximately 100 highly-trained service engineers in North America. This allows for a high level of responsiveness regardless of your location in the country. Our strong local presence allows us to quickly put the whole of our global resources at your disposal.

Contact

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+GF+

AgieCharmilles

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