GF Machining Solutions: all about you

When all you need is everything, it’s good to know that there is one company that you can count on to deliver complete solutions and services. From world-class electrical discharge machines (EDM), Laser texturing and Additive Manufacturing through to first-class Milling and Spindles, Tooling, Automation and software systems — all backed by unrivalled customer service and support — we, through our AgieCharmilles, Microlution, Mikron Mill, Liechti, Step-Tec and System 3R technologies, help you raise your game and increase your competitive edge.
Your productivity is enhanced by a wide range of Customer Services solutions

Optimizing your productivity is at the heart GF Machining Solutions’ broad range of customizable Customer Services solutions. Close to you—wherever you are in the world—our local Customer Services teams speak your language, know your concerns, and deliver the expertise and products to reduce your total cost of ownership (TCO) and deliver best value the full life cycle of your machines.

Securing your sustainable success is our key competence, so you can work with confidence throughout the lifetime of your GF Machining Solutions Milling, EDM, and Laser machines. That’s a promise only GF Machining Solutions can make—and keep.
The availability of equipment, productivity and continuous improvement are essential drivers for your business. Therefore your service strategy today is a crucial success factor across the full lifetime of your business and machine tools. GF Machining Solutions Customer Services offers you a modular concept with three levels of support. Benefit from our services to answer your specific needs.

GF Machining Solutions

Three levels of support
Operations Support
**Solutions to boost your applications**
Achieve optimum levels of performance and precision in your daily operations with certified consumables and original wear parts.

Machine Support
**Securing your sustainable machining success**
Optimize your uptime with original spare parts, expert technical support and preventive and advanced services.

Business Support
**Realize the full potential of your equipment**
Add value to your capital machine investment as your business evolves, with solutions tailored to your specific needs.
Operations Support

Solutions to boost your applications

"Increase productivity up to 30 percent by using recommended certified consumables and original wear parts."

Keep your equipment operating at peak precision and performance with our wide range of certified consumables and original wear parts. Create a reliable production and productive environment by using the components specifically designed and homologated to work together with your machine as a full solution. You work with confidence, knowing that your consumables and wear parts were developed with dedication to fulfilling your application needs.

Original wear parts
Our original wear parts are designed by our expert Research & Development with highest attention to the parts material, manufacturing processes and quality. All parts fit perfectly together and guarantee you the highest precision production environment.

• Ensure your optimal machining performance.
• Secure your uptime.
• Facilitate your daily maintenance tasks with wear parts kits.
Certified consumables
You profit from GF Machining Solutions’ history as a machining technologies pioneer and our continuum of solutions, from machines to the consumables that support them. Achieve your best performance, whatever your application needs—precision, speed, surface quality or workpiece complexity.

For your Milling, EDM and Laser machines, we have developed a full range of consumables, including certified wires, graphite and metallic electrodes, drilling electrodes, resins, filters, dielectrics and chemicals, allowing you to take your productivity to the next level.

Benefit from the know-how of a single partner in tune with your machine needs.

It’s all just a click away in our online catalog.
Close to you—anytime, anywhere in the world

Wherever you are in the world, you are supported by a local Customer Services team to ensure the optimal uptime of your machine.

• We understand your needs.
• We are ready to quickly deliver the solutions you need.
• We speak your language.

“Get fast and customer-specific support in your local language, thanks to our presence on 50 sites worldwide.”

Helpline
You get the fastest, most professional support from more than 100 experienced Helpline specialists with direct access to our global know-how network. Whether you need diagnosis or application support, parts identification support, or to schedule a quick service intervention, our Helpline has the solution.
**Your logistics**

Highest uptime and productivity are ensured by the high availability and fast delivery speed of our original spare and wear parts. More than 97 percent of all critical orders are shipped the same day they’re ordered, ensuring fastest delivery times to any location in the world from our main hubs in Switzerland, China and the United States.

**Service intervention**

Located close to you in 30 countries, our 800 experienced service engineers — regularly and rigorously trained through our own Service Academy — are your experts for machine issues, maintenance services and machine upgrades.
Machine Support

Securing your sustainable machining success

With Machine Support, GF Machining Solutions offers you original spare parts, technical support and preventive services to operate your equipment in perfect order and condition and optimize your uptime.

Your benefits

• Maximize the uptime of your machine with predictive services.
• Ensure delivery of consistent quality to your customers.
• Increase the lifetime of your Milling, EDM and laser machines.

Original spare parts
Get the best results in terms of productivity, accuracy, reliability and machine uptime, while benefitting from full warranty services, by using original spare and wear parts. It’s easy to identify the correct part for your specific need, thanks to our parts experts. The result: you avoid machine downtime—up to 30 percent on average—caused by not using original parts.

Repairs/overhauls
Achieve highest precision throughout the lifetime of your machine, with our expert repairs of components such as Spindles or rotary tables. Your components are overhauled in our factory, and machines that have served you for many years are returned to their original state of precision and productivity.

“ Avoid as much of 70 percent of machine downtime by using preventive services.”
rConnect
From live remote assistance to ensure maximum machine uptime via process improvement modules to predictive maintenance and monitoring, our rConnect modular digital services keep you connected—at any time, wherever you are in the world. You select the rConnect services that best fit your individual needs.

Inspection
On-site analysis of the current condition of your equipment allows you to know the value of your machine at any time. With inspection we provide you detailed recommendations to recover optimal productivity.

Maintenance
Regular maintenance is the first step to ensuring the full productivity potential of your GF Machining Solutions machine fleet. During each visit, armed with detailed, customer-centric checklists, we use state-of-the-art measurement tools to painstakingly inspect exchange maintenance wear parts and adjust your machines.

Preventive services
Maximize the availability, value, precision and productivity of your GF Machining Solutions equipment with our cost-effective, customer-centric and expert preventive and advanced services. You achieve optimal productivity and predictably uninterrupted uptime. From initial inspection to certification support, our service engineers are your expert partners for a wide range of success-triggering preventive services.

Advanced preventive services
You expertly respond to production changes like installation and air conditioning or your customer’s need for extremely precision production, and your certification process is made easier—including the necessary quality follow-ups related to certification—thanks to our advanced services.

+ Calibration by laser interferometer
to guarantee maximum axis accuracy
+ Geometrical control
to prevent wear on machine components
+ Circularity test with ball bar gauge
to rapidly diagnose the performance of your machine
+ Spindle services
to maximize this critical part’s uptime
+ Accreditation support such as Nadcap or ISO compliance
to facilitate your certification
+ Customized services
to answer your specifics production needs
Business Support

Realize the full potential of your equipment

As your business evolves, so does its needs, and you can count on GF Machining Solutions for the individually tailored solutions to enhance your operational excellence. We help you keep pace with the continuously changing business and market environments and outperform your competitors.

Improve revenue

Customer training

Increase your productivity, motivate your employees, make true experts of your machine operators, and achieve better machining results with our modular, tailored training programs. Trainings can be conducted on your site or in our GF Machining Solutions Academy center close to you.

Upgrades, accessories and automation

Your machines achieve higher sustainable productivity—even after several years of use—thanks to our upgrades, and System 3R Automation and Tooling. These solutions are specifically developed and designed to add value to original machine investment in order to help you stay in line with your industry’s needs. Increase your production capability step by step as needed throughout the lifetime of your equipment.
Boost your machine’s potential by as much as 50 percent with expert training and support.

Dedicated services solutions
In pursuit of highest business sustainability, you must overcome challenges specific to your production environment. GF Machining Solutions’ worldwide presence and large range of services—from dedicated consumables and preventive services to application support—provide you with tailor-made service solutions to ensure:

• Long-term cost predictability
• Extremely high machine availability
• Global protection of your machine fleet, anywhere in the world
• Production process optimization solutions
GF Machining Solutions

EDM (electrical discharge machining)
AgieCharmilles wire-cutting, die-sinking and hole-drilling machines
For over 60 years we have been at the forefront of every EDM development: designing and refining the EDM process and building machine tools that deliver peerless part accuracies, surface finishes, cutting speeds and process reliability. Today, our AgieCharmilles wire-cutting, die-sinking and hole-drilling machines are recognized throughout the world as the best in the business. Our continuous research and development in digital generator technology, control systems and integrated Automation systems are evidence of our commitment to keeping your EDM operations on the leading edge of technology.

Milling
Mikron MILL S (high-speed Milling), Mikron MILL P (high-performance Milling) and Mikron MILL E (high-efficiency Milling)
Customers operating in the mold, tool and die and precision component manufacturing sectors stake their reputations on being able to quickly and cost-competitively meet their customers’ demands. That’s why they invest in GF Mikron machines. Incorporating the latest and most advanced technologies and premium-performance components, Mikron MILL S, Mikron MILL P and Mikron MILL E machines help you increase your production capabilities and improve your productivity. Designed and built for speed, accuracy and reliability, the machines, like you, are proven performers.

Liechti dedicated aerospace and energy machining centers
Aerospace and power generation turbine manufacturers increasingly turn to Liechti dedicated five- and six-axis machining centers to machine complex, high-precision airfoils on blades, disks, blings, blisks/IBRs and impellers. It’s easy to see why because these machines, with their specific profile machining technology, specialized CAD/CAM software and engineering competence for ultra-dynamic machining in titanium, Inconel, nimonic, titanium-aluminide and high-alloy steels, yield productivity gains as much as 30 percent, thanks to reduced machining times. In the globally competitive aerospace and power generation manufacturing sector, that’s definitely worth shouting about.

Step-Tec Spindles
At the heart of every GF Mikron machining center is high-performance Step-Tec Spindle. Step-Tec Spindles are essential core components of our machining centers. Highly accurate and thermally stable Step-Tec Spindles ensure that our machines can handle everything from heavy-duty roughing to fine-finishing operations.

Customer Services
Operations Support, Machine Support and Business Support
To help you get the most and the best from your machine tools and equipment, we offer three levels of support. Operations Support covers our range of original wear parts and certified consumables (EDM wires, filters, resins, electrodes etc.) to ensure that your machines are performing at the highest levels. Machine Support maximizes, through our best-in-class technical support, preventive services and quality spare parts, your machine tool uptime. Business Support is designed to help you make a real step-change in your productivity and performance with solutions tailored to your specific needs.
At a glance

We enable our customers to run their businesses efficiently and effectively by offering innovative Milling, EDM, Laser, Additive Manufacturing, Spindle, Tooling and Automation solutions. A comprehensive package of Customer Services completes our proposition.

www.gfms.com