

GF Machining Solutions



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Service + Success



Setting the Industry Standard for Customer Service Excellence

You can count on GF Machining Solutions for the best service and support. Our more than 130 sales, support and service professionals located nationally provide the ultimate expertise in every GF Machining Solutions technology and consumable.

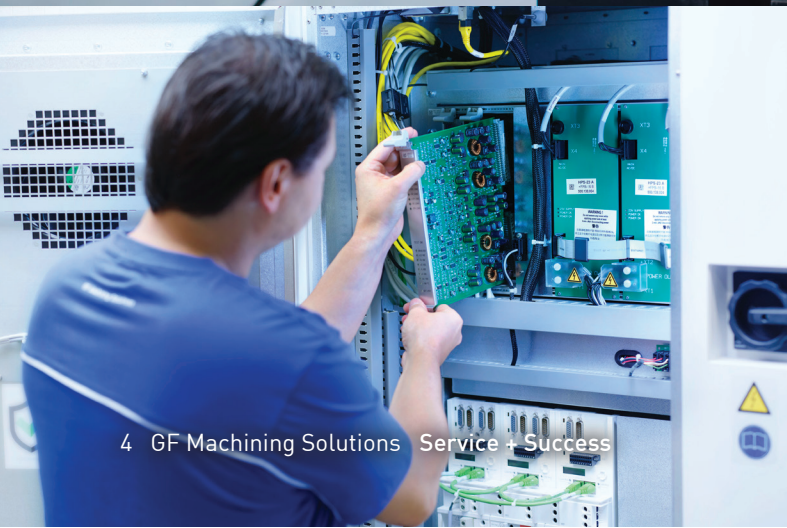
Dedicated teams of national Field Service Engineers for each GF Machining Solutions technology are laser-focused on quick responsiveness and the success of your business. Plus, you gain immediate service and support for maximum uptime and production output with our advanced connectivity and optimized logistics for quick parts ordering and shipping.



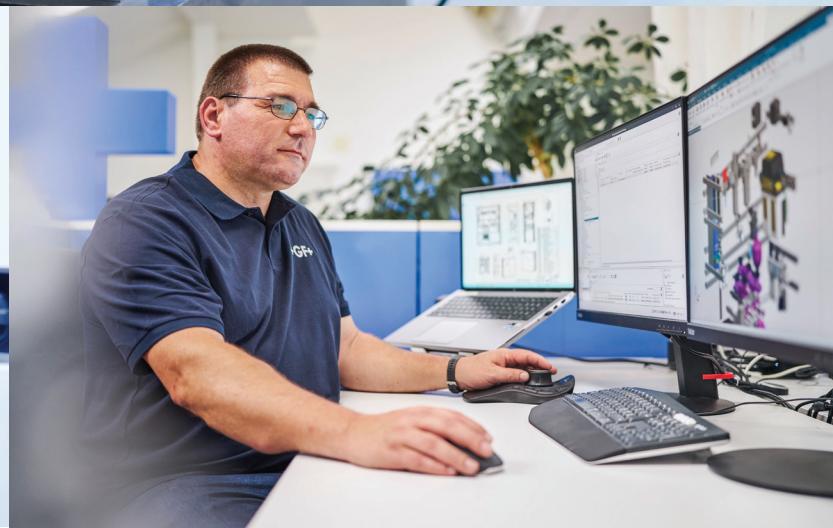
Local Service Backed by a Global Know- how Network

Time is money, and GF Machining Solutions ensures you don't waste either thanks to our more than 100 national Field Service Engineers committed to industry best practices and unrivaled customer service and support. A technician from our dedicated service teams trained for each GF Machining Solutions technology – EDM, MILL, Laser, Microlution, Liechti and System 3R Automation – will be at your door within 2 to 3 days from receiving your service request. They will then provide you the highest levels of technology-specific expertise for fast, efficient service.

With GF Machining Solutions, you can also keep your team as advanced as your manufacturing technology. Easily access the training you need through our Advanced Technical Support Team and our new Global Academy.



4 GF Machining Solutions Service + Success



5 GF Machining Solutions Service + Success

Focused on Fast Response

**Need immediate help?
Call our live Internal Customer Support
Center Hotline.**

A fully trained, dedicated support team member for GF Machining Solutions technology is standing by with a live response to your questions or concerns.





Leading the Industry with Innovation and Connectivity

Stay connected with GF Machining Solutions for immediate technical support through the My rConnect state-of-the-art remote system. The cloud-based platform is your “Easy Button” for technical support.

Remotely connect 24 hours a day, 5 days a week with our engineering staff for machine function analysis. When connectivity is not possible, My rConnect works through the GF Machining Solutions customized support platform.

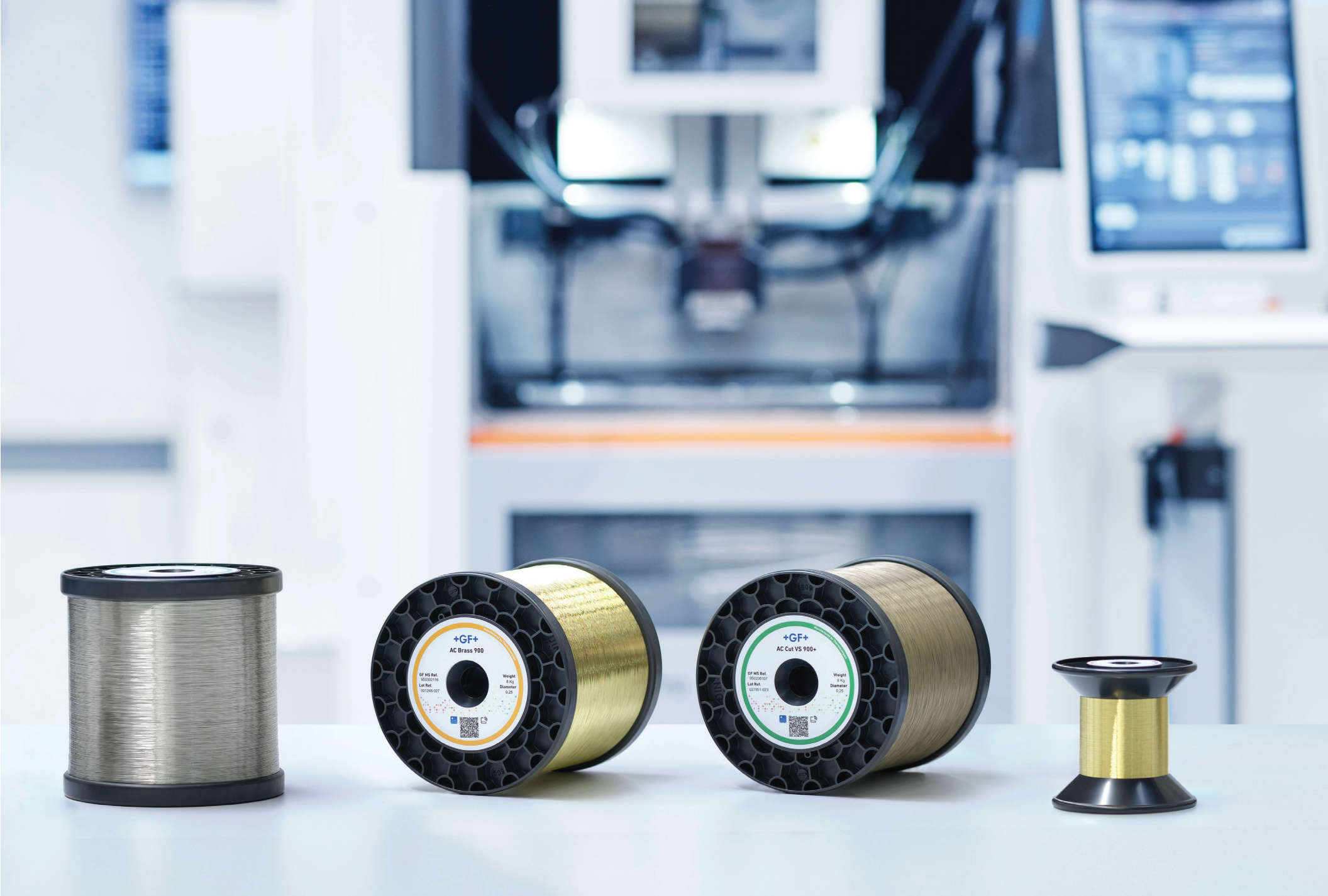


Speedy Delivery of Spare Parts and Consumables With GF Machining Solutions

To ensure you get the spare parts and consumables you need in the shortest amount of time possible, we've transitioned our parts department operations to our North American Parts Warehouse in Indianapolis, Indiana. We've also implemented dynamic inventory management and predictive intelligence to further optimize part availability.

What this means for you is a 12-hour order processing window. Plus, you gain access to more than 11,000 spare parts and consumables as part of our \$26 million inventory and a 92% same-day shipping rate.

Because the North American Parts Warehouse is in close proximity to Indianapolis International Airport, we also offer the fastest possible service for significant shipment savings.



MILL Series Spindle Service/ Replacement

Minimize your downtime and keep production running with GF Machining Solutions spindle service or replacement. We have a certified partnership with Pan-Am Spindle Repair for OEM repairs, rebuilds and support of our Step-Tec spindles on your MILL Series milling machines. This partnership ensures you receive the most reliable and fastest possible spindle repair or replacement.



12 GF Machining Solutions

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13 GF Machining Solutions

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Streamlined Sales and Support







We make it easy to do business with GF Machining Solutions. We continuously improve upon and strengthen our purchase and administrative support teams, add automated systems and further educate our team in order processing steps – all to streamline your purchasing experience.





Service + Success Packs Protect Your Investment and Maximize Your Return

Our Service + Success Packs feature comprehensive support access and services at a level that’s right for your shop. Whether you opt for the Bronze, Silver or Gold pack, you’ll have peace of mind knowing that your machine is always in top condition and you’ve maximized your capital equipment ROI.

	Bronze	Silver	Gold
 Speedy Access Fast track for support	✓	✓	✓
 Extended Remote Support 24/5 expert support through My rConnect	✓	✓	✓
 Certified Preventive Maintenance Annual machine service performed under our high standards		✓	✓
 Core Components Diagnosis Annual check-up on the core machine components		✓	✓
 Discounts Preferred prices for parts and labor		✓	✓
 Extended Warranty For up to five years			✓

Continuous Improvement for Customer Success

When you speak, we don't just listen; we act. Using feedback from customer surveys conducted after every service call, we're constantly improving and upgrading the service and support we provide based on your suggestions and concerns. Our goal is to reduce Mean Time to Repair (MTTR) and response times any way we can, ensuring your continued business success.

Feel free to contact our customer service hotline anytime at +1 800-282-1336.



At your service

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**+ Contact our
dedicated team:
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