

UPTIME 



Everything
Support

GF Machining Solutions Uptime⁺

Everything Support



With today's truly global market, manufacturers must maximize productivity to maintain a competitive edge. Success depends heavily on achieving consistent and reliable operation from every piece of equipment in your production system, enabling the flexibility, throughput time and cost minimization that your company needs to thrive. GF AgieCharmilles Uptime⁺ empowers you to meet this challenge head on.

Comprehensive Means Everything⁺

More than just a service and support program, Uptime⁺ dedicates the comprehensive suite of GF AgieCharmilles' resources along with free productivity assessments needed to strengthen your operations.



Training

Provides operators with the expertise to take your machine to its full potential



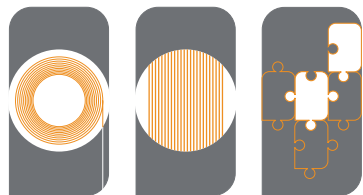
Preventive Maintenance

Minimizes the threat of downtime, while maximizing profitability and machine performance



Technical Support

Puts in-depth applications and service expertise at your fingertips



Spare Parts and Consumables

In-stock orders shipped same day



Machine Warranty

Protects your investment and minimizes operating costs

PRIVILEGE CLUB

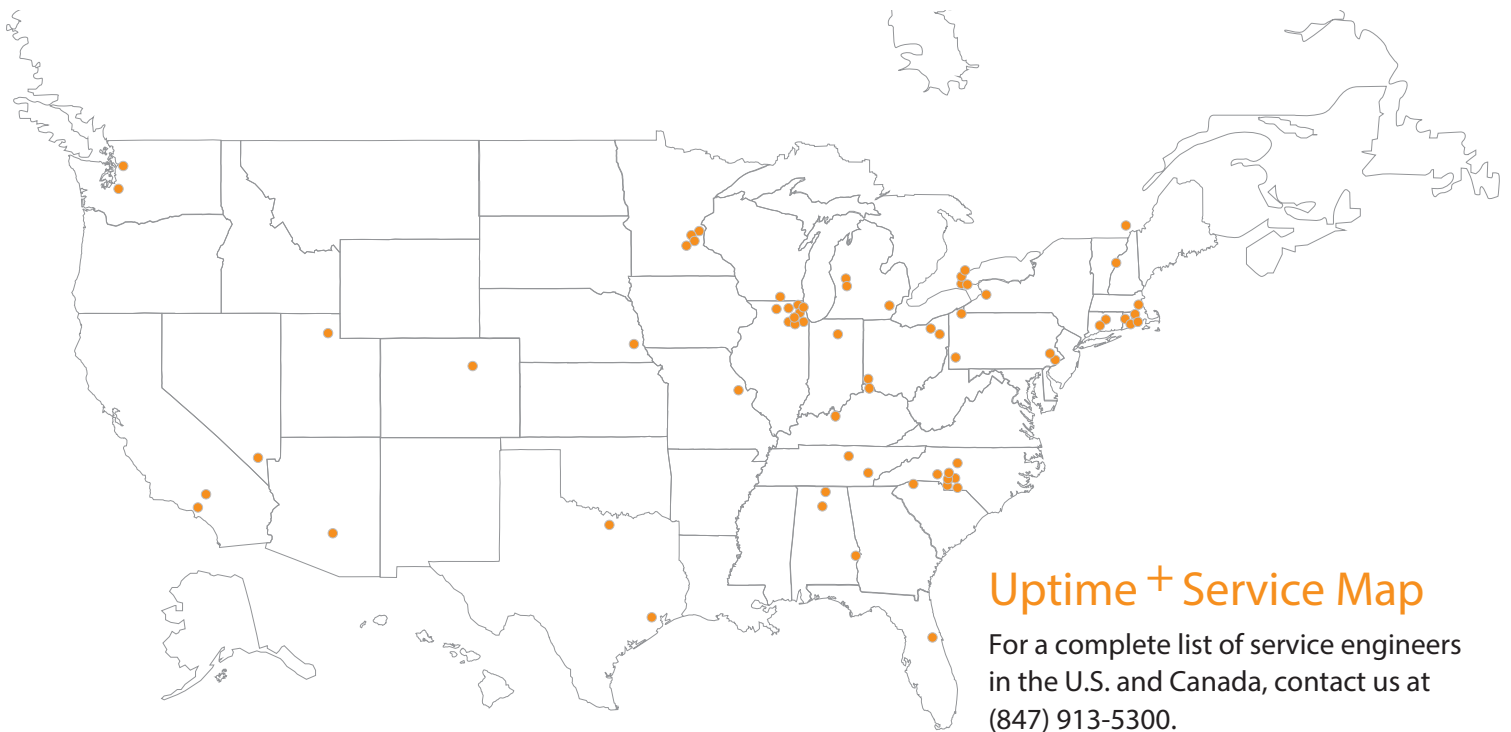
Privilege Club

Exclusive perks and rewards from GF AgieCharmilles



Mobile Website

Product information on your smartphone






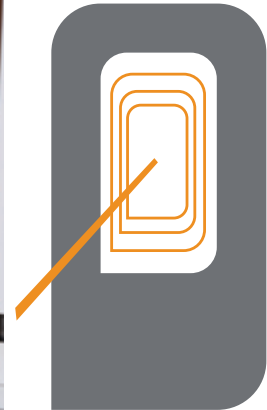
Uptime + Service Map

For a complete list of service engineers in the U.S. and Canada, contact us at (847) 913-5300.

Choose the Program that Best Fits Your Needs

All Uptime + programs include access to GF AgieCharmilles' operator training and technical support. Each new machine purchase automatically includes Uptime + Level 1, with the option to select a higher level for more comprehensive benefits.

		
<p>One-year labor and two-year parts warranty</p> <p>Parts price matching on non-proprietary parts</p> <p>Product/Process Assessment 10-12 months after installation</p>	<p>Everything in Uptime + Level 1</p> <p>+ Additional year labor warranty (two years total)</p> <p>+ One preventive maintenance session within warranty period</p> <p>+ 7,000 Privilege Points</p>	<p>Everything in Uptime + Level 2</p> <p>+ Additional year parts and labor warranty (three years total)</p> <p>+ (Two) preventive maintenance sessions within warranty period</p>
<p>For complete details, visit us.gfac.com/uptime</p>		



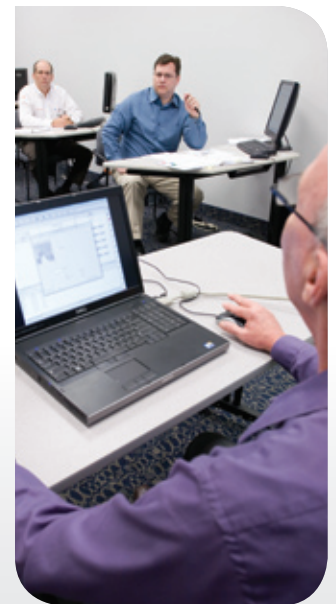
What They Don't Know Will Cost You

In a competitive global market, manufacturers cannot afford to operate machines below their full potential – 100% performance is a must. Without the proper training and support, your machine's potential drops 50% on average.

To ensure your GF AgieCharmilles machine is meeting its full potential, your operators must gain the expertise needed to capitalize on its capabilities. GF AgieCharmilles training programs will transform your employees into productive and motivated experts.

- + 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.

Customers with GF AgieCharmilles machines under warranty receive free training at any of our Technology Centers.



GF AgieCharmilles Training Programs Offer:

Unique Expertise

A GF AgieCharmilles expert team member serves as a facilitator who can answer your questions and act as a real-time link between the training environment and the engineers who designed your machine. Because most GF AgieCharmilles engineers have experience in the job shop environment, and are continuously trained in GF AgieCharmilles factories and R&D departments, we are able to provide you with the best solutions to all your application challenges.

Customized Training Programs

The exclusive GF AgieCharmilles Profiler tool allows you to visualize and build a training program that meets your needs and develops your skills in the five performance areas of automation, speed, complex machining, precision and surface finishing. Each training program is designed with the customer in mind.

Machine Familiarization

This initial training focuses on the basic skills needed to ensure optimal machine use. New operators learn how to edit programs, simulate machining to produce simple parts, manage part files and tool paths and correctly maintain the machine.

Consolidation of Skills

These intermediate-level training courses improve and deepen an operator's knowledge. Tailored to experienced users, these training courses teach operators how to use advanced functions and optimize the machining process in EDM. For milling, courses are available to teach operators how to choose tools and coatings, as well as defining parameters.

Specializations

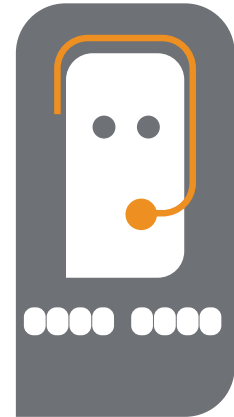
Designed for experienced users, specialization courses are offered to those wishing to hone their expertise in a specific area of machine performance, further deepening the operator's knowledge. Participants will learn advanced methods of preparing and adjusting machines to carry out complex operations that require extreme precision and skill.

Type Profiles of Your Customers' Needs

GF AgieCharmilles takes training to another level by defining Type Profilers. These exclusive training courses identify, by machining type, the aspects of machine performance that must be mastered to meet your customers' unique needs.

To view a current training schedule and register online, visit us.gfac.com/uptime/training.





Professional and Responsive Technical Support

GF AgieCharmilles Technical Support provides you with professional and responsive support through an experienced service network of experts.

Whether you need diagnosis of or assistance with technical challenges, parts identification, maintenance services or installation of upgrades, we are here to answer your questions and provide solutions as quickly as possible.

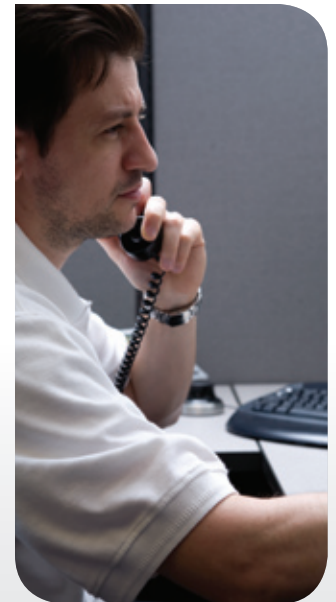
We are at your service.

With over 100 highly trained service engineers in 27 states and Canada, you'll receive unmatched responsiveness, regardless of your location. Our Technical Support team provides:

- + Direct live response from an experienced service engineer
- + Extremely short, if any, "on hold" times
- + Extensive off-the-shelf parts availability
- + Conveniently located service engineers

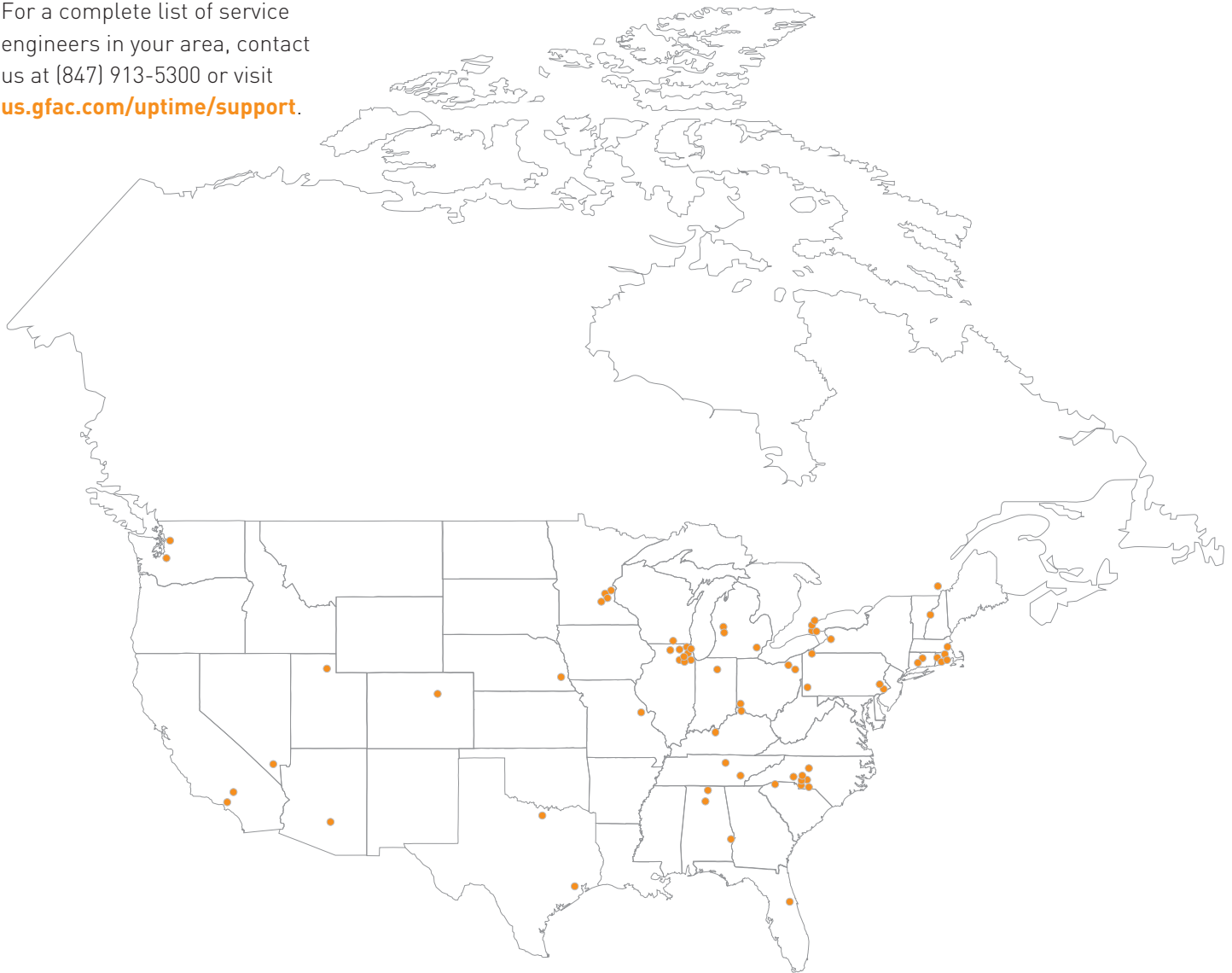
Unparalleled application support.

As part of GF AgieCharmilles Technical Support, our application specialists will conduct feasibility studies and test cuts, giving you the confidence of having the right equipment and technology for your applications. You'll gain a competitive advantage throughout the life of your GF AgieCharmilles equipment.



Uptime+ Service Map

For a complete list of service engineers in your area, contact us at (847) 913-5300 or visit us.gfac.com/uptime/support.



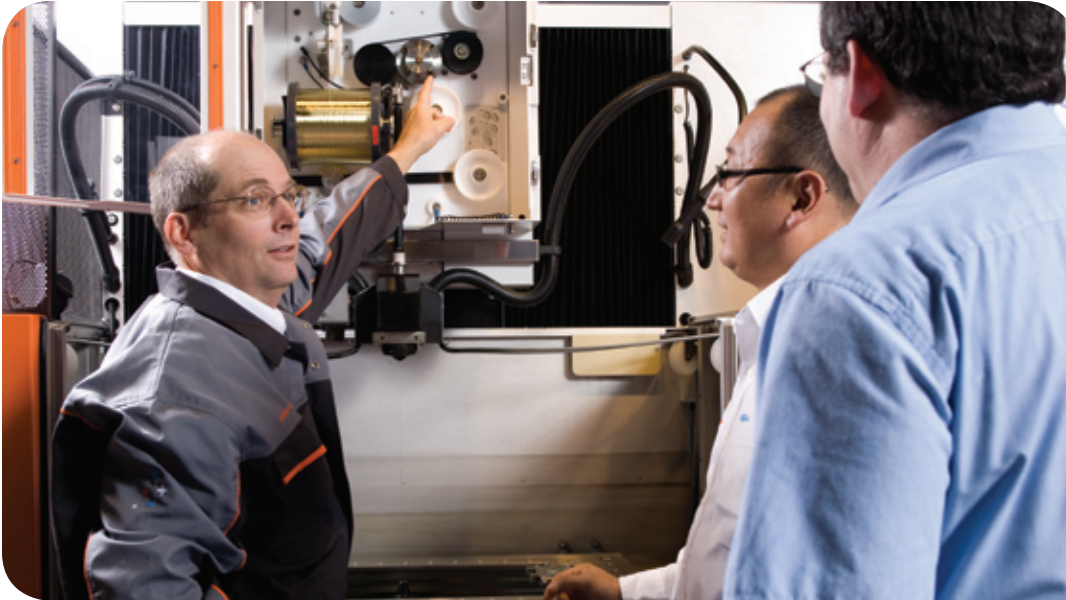
West	Midwest	Central	Southeast	Northeast	Canada
Arizona Mesa	Minnesota Brooklyn Park / Chisago City / Princeton / Silver Lake	Illionis Davis Junction / Lake In The Hills / Lockport / Naperville / Vernon Hills / Riverside / Wauconda / Wilmette / Yorkville	Alabama Cullman / Harvest / Salem	Connecticut Seymour / Vernon	Ontario Burlington / Maple / Mississauga / Oakville
California Hesperia / Rancho Cucamonga	Missouri Troy	Indiana Warsaw	Florida Orlando	New York Cheektowaga	Quebec Sherbrooke
Colorado Denver	Nebraska Lincoln	Kentucky Hebron / Owensboro	North Carolina Charlotte / Clemmons / Concord / Huntersville / Mooresville / Lincolnton / Waxhaw	Massachusetts Bellingham / Milford / Westboro	
Nevada Las Vegas	Wisconsin Delavan	Michigan Dearborn Heights / Grand Rapids / Rockford	South Carolina Landrum	Pennsylvania Guys Mills / Warrington / White Oak / Southampton	
Utah Washington Terrace		Ohio Brunswick Hills / Fairfield / Massillon	Tennessee Cookeville / Englewood	Rhode Island Glendale / South Kingston	
Washington Graham / Marysville			Texas Conroe / Justin	Vermont West Hartford	

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AgieCharmilles

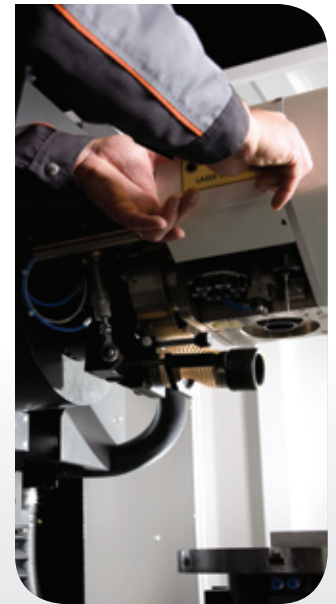


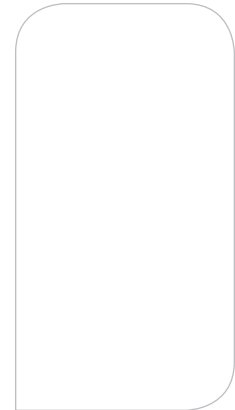
Uptime⁺ Can Expand Your Warranty

We provide you with a warranty that shows we stand behind the reliability of our machines. Every GF AgieCharmilles machine is warranted for 12,000 hours of normal operation or 24 months, whichever comes first. Additionally, Uptime⁺ offers you the opportunity to upgrade to higher levels of coverage, ensuring complete confidence in your machine investment.

- + Uptime⁺ *Level 1* comes standard with every new machine purchase and includes a two-year warranty of all parts not considered 'wear and tear' items, as well as a one-year labor warranty.
- + Uptime⁺ *Level 2* offers the same coverage as *Level 1*, but expands it to include a two-year labor warranty.
- + Uptime⁺ *Level 3* extends the coverage received at *Level 2*, to cover three years of parts and labor, instead of two.

For complete details on all warranty programs available to you, **contact us at (847) 913-5300.**





Membership has its Benefits

The GF AgieCharmilles Privilege Club is the new standard in customer satisfaction. As the first program of its kind in the industry, Privilege Club rewards customers with valuable exclusive benefits. All GF AgieCharmilles customers are immediately eligible to participate in the program through automatic enrollment.

For every dollar you invest in consumables and wear parts, you will earn one Privilege Club point. These points can be used to improve your productivity and lower costs.

- + Options, accessories and upgrades
- + Operator training
- + Preventive Maintenance contracts



PRIVILEGE CLUB

Privilege Club Access

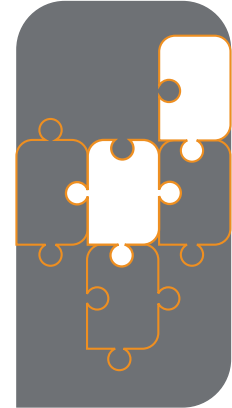
Privilege Club not only rewards you with points to use towards future purchases of good and services; it also provides you with tools to maximize your efficiency.

Once you complete the quick and easy Privilege Club online registration process, you will gain secure access to your account, as well as additional resources including:

- + Personal account information
- + Privilege points and rewards
- + Customer workshops
- + Customer services
- + Machine enhancements
- + Consumables and service alternatives

Tracking your account status is as simple as logging on to our Privilege Club website. It's free, secure and up-to-date with your current account information. Access your personalized Privilege Club page by visiting us.gfac.com/uptime/privilege.





Optimize Machine Performance

GF AgieCharmilles certified consumables and original wear parts ensure that your equipment is operating at peak performance.

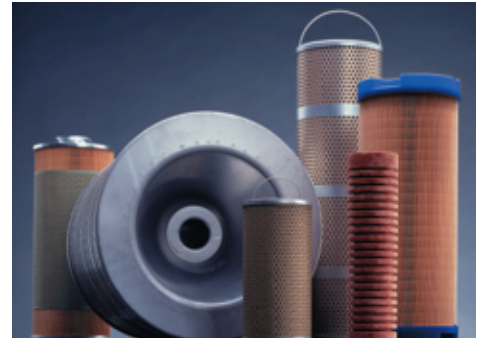
Using GF AgieCharmilles original parts and consumables minimizes the risk of machine breakdowns and provides the benefit of full warranty services. Our parts experts offer support in identifying the correct parts for your needs - ensuring the best results in terms of productivity, accuracy and reliability.

- + Tested and certified exchange parts
- + Warranted as new parts
- + When ordered by 4pm CST, in-stock orders are shipped same day
- + Industry's largest variety in wear parts, EDM wires, electrodes, filters, and other consumables
- + State-of-the-art, fully-stocked spare parts and consumables hub for order processing efficiency



Quality replacement parts

GF AgieCharmilles original wear parts give you the confidence to achieve the highest reliability, precision and productivity with your machine. Only authentic GF AgieCharmilles replacement parts, identical to the originals, are guaranteed to be model and type specific, competitively priced, and ensure accuracy and high performance. With approximately \$10.3 million in parts inventory, GF AgieCharmilles guarantees quick delivery on parts from wire drive belts, threading nozzles and power contacts to wire choppers, seals and valves.



Certified consumables

With GF AgieCharmilles certified consumables, you receive service, application support and the most advanced technologies to optimize your machine's performance.

We cooperate closely with leading manufacturers of EDM supplies to develop new and refine current products. The results are high-quality wire, resin, electrodes, drilling tubes, filters, dielectric fluids and lubricant carrying the GF AgieCharmilles name.



Stop waiting for deliveries

Built in 2007, the GF AgieCharmilles North American Hub for Spare Parts and Consumables houses the largest parts inventory in the industry. The 32,000 square foot facility with 30 foot clear ceilings holds over 11,000 different part numbers. With over 300 daily outgoing packages, all in-stock orders placed by 4pm CST are shipped same day.



GF AgieCharmilles takes efficiency to the next level with a barcode identification system and First In-First Out system (FIFO) for consumables which ensures shipping and inventory accuracy, as well as inventory age. An electronics repair lab is also located on-site to help get you back up and running fast.



To view the online catalog and complete a part request form, visit us.gfac.com/uptime/parts-consumables.



Make the Most of Your Investment

Studies show that 70% of machine downtime could be avoided through routine preventive maintenance. The GF AgieCharmilles Preventive Maintenance Program makes it easy to avoid the high cost of lost productivity by keeping your machine in peak condition. One of our experts visits your facility and performs over 100 checks and adjustments to your machine. Following this, you will receive a full report suggesting which parts should be replaced to achieve optimum performance.

GF AgieCharmilles Preventive Maintenance Program

- + Maintains the value of your equipment
- + Ensures maximum service life of your investment
- + Offers comprehensive evaluation and adjustment of your machine
- + Employs over 100 maintenance technicians locally and nearly 700 worldwide
- + Real-time, web-based links to all GF AgieCharmilles facilities worldwide
- + 33 locations in North America

For complete details on the GF AgieCharmilles Preventive Maintenance Program and to download an ROI spreadsheet, visit us.gfac.com/uptime/maintenance.



Contact



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