Services overview

		Bronze	Bronze+	Silver	Silver+
Extended Warranty	Additional one year warranty with spare parts, Step-Tec spindles and labor included.				+
Ball Bar Testing	Yearly positioning performance check-up for NC machines according to high accurate measure of circular path.				+
Secure Backup	Annual software backup on USB or clone on external device.				+
Upgrade	Innovative upgrade.			+	+
Certificate	Issued every year for customers using GF Machining Solutions certified wear parts and maintenance services.			+	+
Discounts	Preferred pricing on parts and labor related to preventive maintenance and on-site intervention.			+	+
Preventive Maintenance	An annual scheduled intervention on site including an OEM certified maintenance kit.			+	+
Extended Remote Support	rConnect support 24 hours a day during local standard working days (Monday to Friday).		+	+	+
Advanced Diagnosis	Annual check-up on the key component of your machine (e.g. spindle for milling machines) with detailed report.		+	+	+
Speedy Access	Service request follow-up within 30 minutes and 1 hour call back as well as fast track scheduling for on-site intervention.	+	+	+	+
rConnect	Digital assistance tools including remote control and diagnostic, as well as smartphone messaging on machine status and job progress.	+	+	+	+
Hotline	Free dedicated support by phone during local standard working days.	+	+	+	+