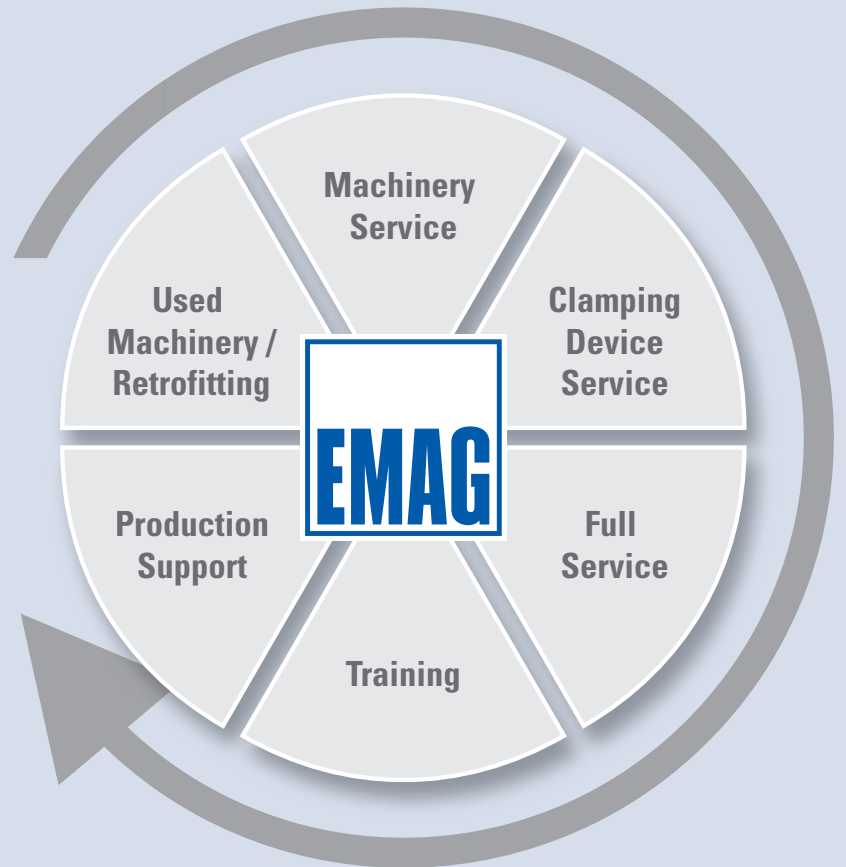




EMAG ServicePlus Products



EMAG ServicePlus – our range of services



We plan, develop, operate, monitor, check, fit, inspect, service and repair. We reduce downtimes, increase productivity, prevent wear and provide for a long service life of your investment. We recognize and correct deviations due to technology early on and advise you of any due investments in replacements in good time.

First-class quality thanks to competent employees

With our qualified specialists, whose know-how serves to guarantee the highest efficiency for processes and functions, you always have a competent partner at your side, anytime and anywhere.

Technical hotline

The technical hotline records all inquiries and provides you with technical assistance in troubleshooting. And this either over the telephone or via a remote diagnosis. Following fault analysis and error definition, the servicing order is transferred to the responsible servicing team and monitored right through until successful completion.

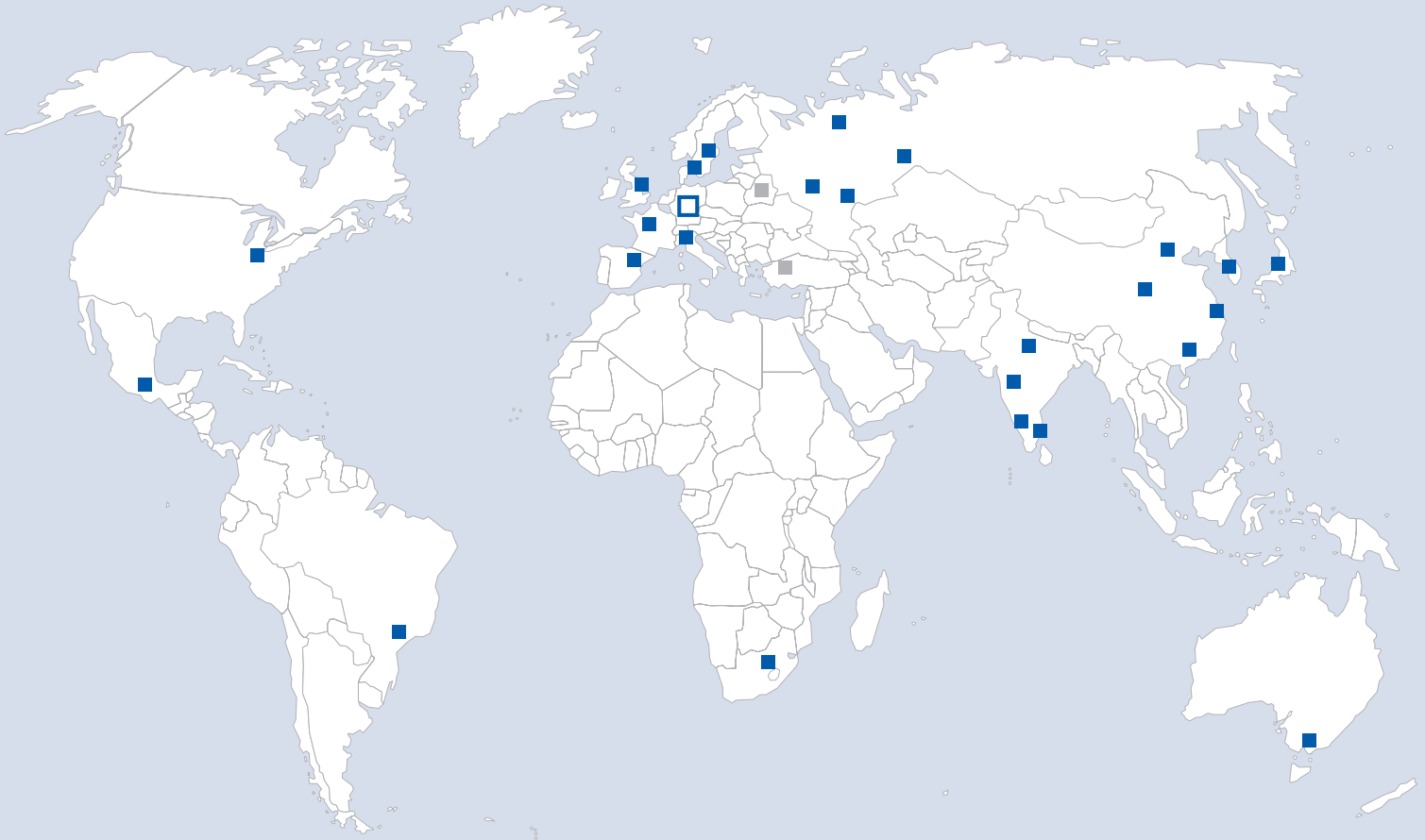
You can contact our service center under:

Tel.: +49 7162 17-4300

Fax: +49 7162 17-970

E-mail: service@emag.com

EMAG ServicePlus worldwide



EMAG offers a worldwide service network. This means you can benefit from our speed and global interconnections.

EMAG is represented all over the world. To enable us to be immediately ready for action for you, we have established a global service network which stretches across all continents and sites.

Our highly-specialized employees are permanently on-hand. Regardless of the respective location, engineers have access to a worldwide pool of knowledge which contributes to fulfilling your service requirements as quickly as possible.

EMAG ServicePlus for optimum reliability

EMAG ServicePlus offers you a huge number of service solutions which can be modified on an individual basis and which are tailored to fit your particular requirements. From training through preventive servicing, from retrofitting through to original service parts available at any time.

For this, we use the latest technologies and are constantly optimizing our ServicePlus organizational processes. In this way, every service case, for example, is analyzed precisely, solutions and important information are made available worldwide and the required software is constantly being improved.



Some tasks are particularly tricky. We are guaranteed to find the right solution for you – thanks to the optimum training received by our servicing engineers and our obligation to maintain the highest service standards.

EMAG ServicePlus Products

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EMAG Exchange Modules – the right cost-saving strategy



The EMAG modules are fitted with the highest level of precision and thus offer the best possible accuracy and reliability.

Instead of repairing individual module parts, we replace the entire module. Admittedly, the costs for the exchange module are initially higher, but in terms of the overall costs you enjoy considerable savings thanks to reduced machinery downtimes and exchange modules that have been tested for proper function.

The EMAG Exchange Modules concept covers the following:

- A complete replacement package for various EMAG machinery types
- All of the relevant mechanical modules, such as:
 - Feed drives (all axes) – up to 35% saving compared with new parts
 - Spindle units – 35% to 50% saving compared with new parts
 - Cooling units, etc. – up to 35% saving compared with new parts
 - Powered tool drives – up to 25% saving compared with new parts

The EMAG Exchange Modules concept – replace rather than repair and save up to 50%.

Good value exchange modules available any time:

- Headstock units
- Turret units
- Powered tool drives
- Feed drives
- Milling spindle units

EMAG Data Protection – security means efficiency and keeps costs under control

If the control unit's internal hard drive fails, this leads to unnecessary loss of data and can often mean long tool machine downtimes. As an alternative to these hard drives, flash drive modules are now available as a substitute.

Increase the availability of your machines by replacing hard drives that are vulnerable to wear and tear with new, wear-free data storage media.

The benefits compared with a hard drive:

- Long-term availability
- Obvious cost savings
- Not susceptible to vibrations
- Wear-free and long-lasting

Our fixed-rate services:

- Machinery or component identification
- Consultation on updating enquiries, including provision of a quotation
- Complete backup of machine data
- Installation of the storage medium and re-commissioning
- For archiving data, we will provide you with a CD / DVD containing all the backup data of the machine at the time of retrofitting

Following retrofitting, the system will once again be in an operationally ready state with a one-year warranty on the replacement components.



EMAG Developments – for individual customer requirements



Prototyping

The way towards the optimum machining solution begins as early as the preliminary stages with the definition and selection of the correct machine and the planning of the production process. Via an extensive range of consultancy services our experts help you to make the right decisions.

We offer competent consultancy for all cutting machining technologies such as turning, milling, drilling and grinding, but

also for “new” technologies relating to round and out-of-round workpieces. In the event of a cutting problem, therefore, EMAG has created a complete solution starting from the customer’s workpiece, through the tools to optimizing the machining parameters and processes.

Process development

Using the problems posed by our customers as the starting point, this service covers the combined development of

new technologies, modules and even completely new production systems, and can extend as far as assisting in series production.

From us you receive customized solutions in which we account for all the operational, economic and legal requirements.

EMAG Spare Part Service – any part, anytime



With EMAG, you receive everything from a single source: wear parts and repair parts, software, retrofit sets and much more. Close collaboration with the Development Division ensures that original spare parts for all EMAG Group machines and production systems are constantly optimized and further developed. In the event, however, that repair work is required, you can completely and absolutely depend on our engineers and on the fact that you are supplied exclusively with original spare parts at the most up-to-date development stage.

Spare Parts Sales Division

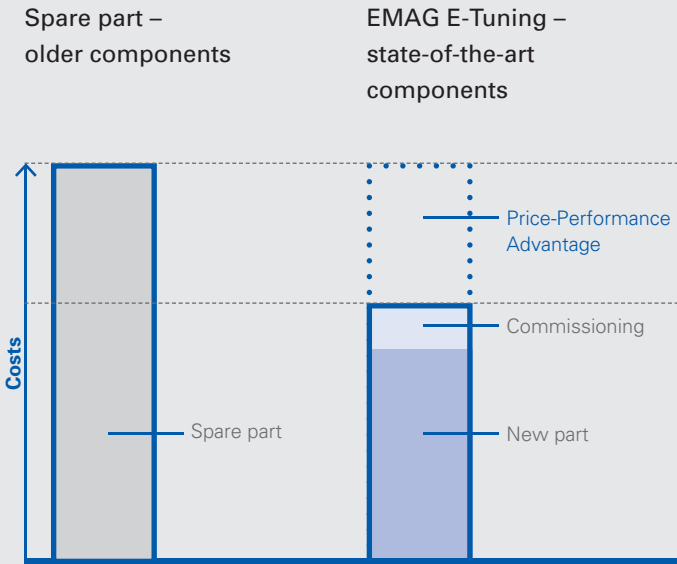
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E-mail: service@emag.com



EMAG E-Tuning – the cost-effective productivity boost



- | | |
|---|---|
| <ul style="list-style-type: none"> - Higher prices for spare parts - No up-to-date technology - Reduced availability | <ul style="list-style-type: none"> + State-of-the-art technology + All-in service (installation and commissioning) + Increased productivity + More innovation + Additional spare part stocks for further EMAG machines |
|---|---|

Practical Example: „Bottleneck Machines“

Initial situation

- A production line with five machines produces 1,600 differential housings per day
- An investment of € 22,000.– in upgrading components on two of the bottleneck machines in this line

The advantages of this upgrade

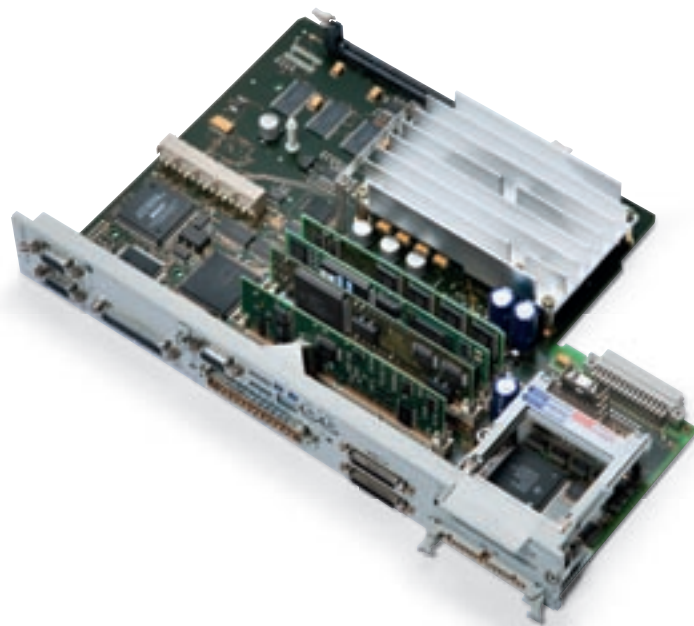
- Improvements in bottleneck machine cycle times means the line productivity is increased by 12%
- € 6,720.– profit per day as a result of 192 extra parts produced each at a rate of € 35.–
- The customer receives additional spare parts worth € 12,000.– for the remaining compound machines

Calculation example

Profit from increased productivity in two days:	€ 13,440.–
New spare part stock:	+ € 12,000.–
Sub-total (gain as a result of upgrade):	= € 25,440.–
Investments in component group:	- € 22,000.–
Total (ROI after two days):	= € 3,440.–

Result

Even after just a short period of time, the investment of € 22,000.– has already been amortized. The ROI is achieved after just two days.





Bring the electronics for your machines back up to date. Guarantee availability. Increase productivity. Reduce costs for spare parts.

EMAG E-Tuning allows you to increase the availability of your machines and your productivity, thereby reducing workpiece costs.

In the case of components of older control units, the costs for spare parts are often considerably higher than for spare parts for newer electronics. The reason for this is that the components for older control units are often only produced in small batches. With EMAG E-Tuning you reduce the costs for electronic components and increase

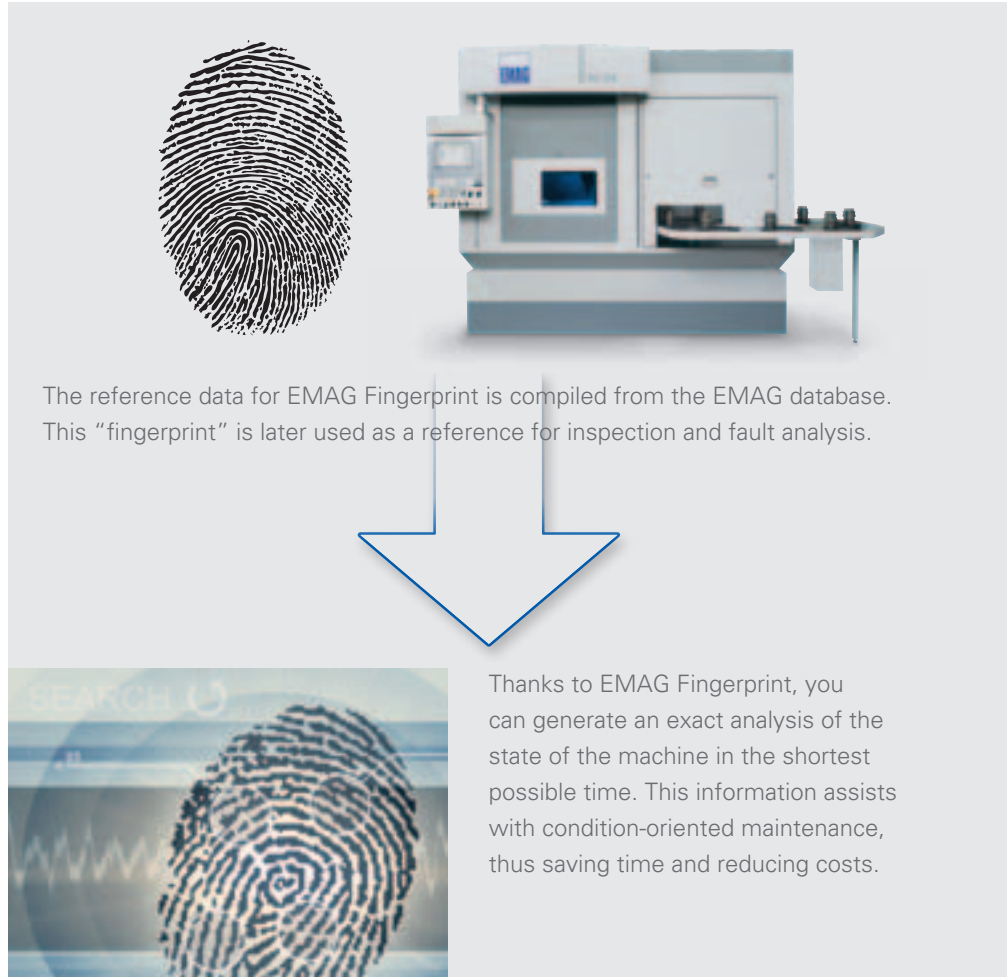
the productivity of your machines through the favorable updating and modernization of control units and other electronic components. This guarantees the maximum availability and productivity of your EMAG machines – and also means a significant reduction in costs for spare parts in the future.

EMAG Fingerprint – Assess the condition of the machine – at any time

EMAG Fingerprint allows you to increase the availability of your machines and your productivity, thereby reducing workpiece costs.

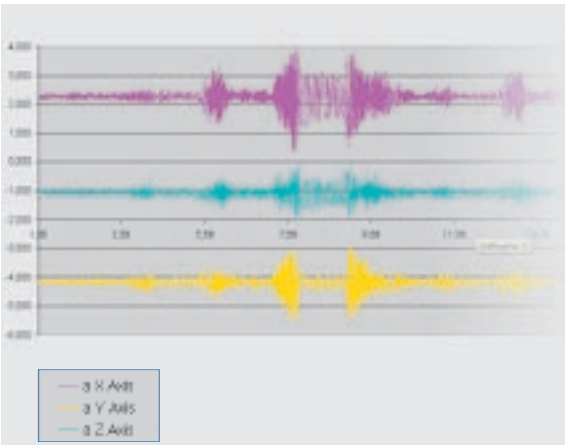
A diagnosis of the exact condition of machine-tool axes is commonly determined by instinct or long-winded measurements. Often, precise data for preventive maintenance is not readily available or high costs are incurred by their collection. The planning of maintenance work is thus made more difficult and it is often not possible to replace components based on wear.

By using EMAG Fingerprint, the EMAG Service Division provides a diagnosis which gives information on the condition of the mechanical components. The best thing about this is that there is no costly removal and installation work that has to be carried out to be able to complete a machine assessment. Thanks to the data supplied by EMAG Fingerprint, you receive a current report on the state of the machine.

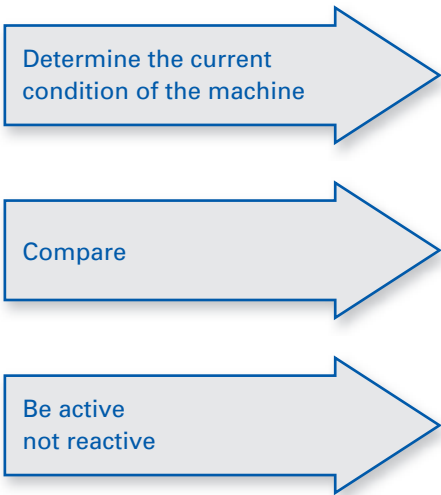


Advantages of EMAG Fingerprint

- Greater availability of the machine due to condition-oriented maintenance
- Machine has longer service life
- Planned machine downtimes for maintenance; unplanned machine failures are prevented
- Verifiable results with clear values
- Results are precise and can be compared
- Machine history possible
- Replacement of "wrong parts" avoided thanks to precise analysis
- State of machine can be determined in the shortest possible time
- No costly removal or installation required for analysis



The movement of the axes is analyzed and represented in a diagram using 3D acceleration and vibration sensors. By evaluating this data, you can draw reliable conclusions regarding the state of the mechanical modules and components.



Make your maintenance more efficient! Thanks to EMAG Fingerprint, you can determine the current condition of a machine and thus plan required maintenance quickly and efficiently.

EMAG Fitness Check – get your set of machines fit for the next wave of orders



EMAG Fitness Check: invest a little today and double your profit tomorrow.

EMAG Fitness Check – the strikingly cost-effective inspections package.

When workloads are at their maximum, inspections mean a loss in productivity. Phases where operation is not at its peak are therefore particularly suitable for the EMAG Fitness Check.

The offer:

Plenty of security at low cost.

With the EMAG Fitness Check, for each registered machine the overall state of the machine is carefully checked against 70 check points. Among other things, this includes checking:

- cables, hoses and covers,
- the tool carriers,
- the machine geometry,
- and the control cabinet.

EMAG Full Service – the made-to-measure individual service concept



With the EMAG Full Service, we have developed for you made-to-measure individual service concepts which are optimally adapted to your requirements. Here, we take into account all the operational, economic and logistical interests, as well as those relating to production technology.

Troubleshooting at any time of day and night, system monitoring, system optimization, inspections and preventive state-oriented servicing from a single source and at a fixed rate.

EMAG GEOMETRY-SET – Preventive testing as fast as possible

EMAG Geometry-Set – includes all tools, measuring equipment, and special tools for geometry testing following a collision, tool breakage, or maintenance. Preventative measures are readily available at any time.

To ensure high quality requirements and availability during production, it is essential that machine tools be serviced regularly.

The geometry of the machine is one of the most important machine requirements. Due to geometrical faults, inadmissibly high forces affect the drive units – this can lead to premature failure of the complex modules such as tool drives, slide guideways, feed drives, or the ball screw. Therefore, regular and preventative inspection of tool carrier geometry, as well as the geometry of the entire machine, is one of the most important prerequisites for production without loss of quality and to protect against consequential damage.

We have compiled the EMAG Geometry-Set for this inspection, as well as for specified maintenance of the tool carrier and the machine geometry.

The benefits of the EMAG Geometry-Set

- Increased availability of the machine due to collision avoidance and decrease of component failures
- Quick maintenance following tool breakage due to a collision
- All necessary tools are readily available
- Reduction in maintenance costs because geometry can be tested or promptly adjusted to prevent complications
- Price of the set is 30% cheaper than individual components
- Optional: training for the correct use of the Geometry-Set by EMAG service specialists



The EMAG Geometry-Set is used for regular and preventative inspection as well as the retrieval of tool carrier geometry following a collision or tool breakage. This provides protection against a decrease in quality and consequential damage.



EMAG Inspection and Servicing



Well-maintained machines guarantee quality and trouble-free production.

Maintaining availability is the most important objective for ongoing production. In order to avoid failures and to increase availability, we can offer you the opportunity to ascertain the current state of the machine as part of an inspection. All the necessary reconditioning or modification measures are listed in an inspection report, which also includes a catalogue of measures and a quotation.

According to our experience, servicing should be carried out at least once per year, in order to guarantee availability at any time.

EMAG Production and Start-up Support

If required, we are happy to provide you with interim production support. Our specialists will help you in setting up and adjusting the machines to the specific production conditions. At the same time, your employees will be inducted into operating the machines through "learning by doing".

We are also happy to provide experts for fixed periods in cases of staff shortages.



EMAG Process Optimizing

A company's high productivity is the result of the optimum utilization of the available machines. Causes for losses in productivity often lie in non-reproducible production processes, long retrofitting periods and poor utilization of available resources. This means that there is further potential that may be exploited.

Our aim is to attain a significant increase in productivity within a reasonable time-frame. Optimizing the production steps alone creates potential for improvement, which immediately increases the production rate. The investment made is thus amortized in the shortest possible time.

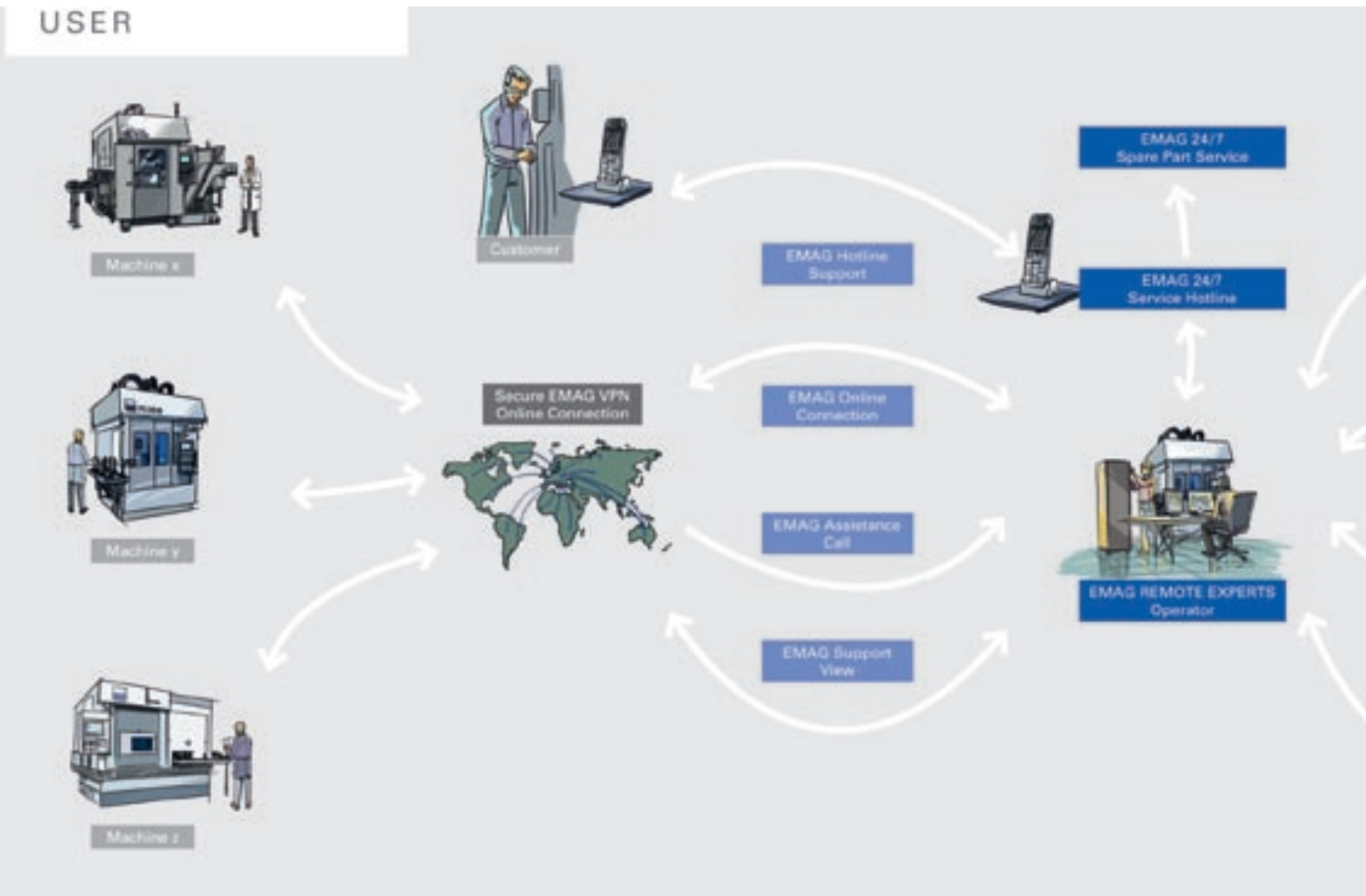
Taking your machine as our starting point, together with you we compile the technical possibilities for increasing the productivity of your machines.

A selection of possible measures:

- Reducing the non-productive times by adjusting the software
- Updating the control supplier's software and hardware
- Optimizing retrofit procedures
- Optimizing the cutting data by using new tools, cutters, etc.



EMAG Remote Experts – the new generation of online services



Since 2010 we have been offering you as standard for each new EMAG machine the new generation of our online services: EMAG Remote Experts. With this service-on-demand package, you have at your disposal the most efficient means of detecting and rectifying faults, as well as rapid expert help in the event of a fault:

- Worldwide online support and access to EMAG experts and their know-how
- Link to the machine via a secure online connection (EMAG VPN)
- 24/7 telephone support via the service hotline
- 24/7 spare part service in connection with the 24/7 hotline
- Quarterly documentation on the system state

EMAG Remote Experts offers you a real alternative to the time-consuming and expensive on-site service. It is the efficient way towards greater availability of the machines and lower maintenance costs. You can access EMAG’s entire know-how at the touch of a button. Expert support begins with the constant recording of operational data and faults. To this end you will receive a machine evaluation every quarter. In the worst-case scenario, it just takes releasing the “Call Assistance” button to ensure that you get EMAG’s extensive expert support.

EMAG EXPERTS



Fast expert help in the event of a problem

- Link to the machine via a secure online connection (EMAG VPN)
- "Call Assistance" button: immediate contact with the EMAG Service Division and fault protocol transfer
- 24/7 telephone support via the service hotline
- Worldwide online support and access to EMAG experts and their know-how

- Sure recognition and definition of required spare parts and order of spare parts
- 24/7 spare part service in connection with the 24/7 hotline
- Reduced deployment of technicians on site
- Minimized costs for failure, maintenance and repair

You can also find out about our cost-effective retrofitting packages from your EMAG customer service advisor.

The expert link comprises a secure online connection (EMAG VPN) between the machine and a corresponding service at EMAG. EMAG VPN connection is always established between the machine and the EMAG server. Here, access to the control computer and to the data transfer to and from the control unit hard drive is possible, but only if the operator has activated the software! Only after activation can a secure connection between the machine and the EMAG Operator be established, making it accessible to our customer service personnel.

EMAG Retrofitting – the economic alternative

The profitability and productiveness of tool machines are decisive factors in their competitiveness. As an economic alternative to purchasing new machines, we provide completely and partially reconditioned machines from the EMAG Group second hand.

The EMAG retrofitting machine, a high-quality machine in which components can be recycled whose quality does not diminish with age. These include the main body made of MINERALIT®, which is several years old, and the overhead slides made of cast iron. This makes the retrofitting machines particularly environmentally friendly, because those parts that use up the most energy to initially produce are recycled.

The EMAG retrofitting machines do not simply acquire a new look; the mechanics and geometry are also reconditioned. The electrics, hydraulics and cooling lubricant supply are completely reconditioned or replaced.

Everything is carried out according to the customer's wishes, from partial to complete retrofitting, conversion and modernization of the control units and mechanical parts.

The economic and technical factors involved in reconditioning your machines:

- A familiar setup for the operator
- No additional investment needed for
 - tools
 - fixtures,
 - bed-plates,
 - or power supply
- With OEM warranty



EMAG Training



Well-trained and competent employees make an essential contribution to optimizing the system availability, as well as to safeguarding a company's competitiveness. We offer a comprehensive program to help you familiarize your employees with the functioning and application of your production systems in the best possible way.

The practical experience of our specialists and the findings of the trainers drawn from day-to-day work are constantly poured into the courses. Take a look at what we offer and select the appropriate training for you and your employees.

EMAG Training Offer

CNC Programming Course:

- EMAG basics
- DIN 66025
- FANUC Manual Guide
- Contours and cycles

Servicing Course:

- Electrics
- Mechanics / hydraulics
- Tool carriers from the A series
- Tool carriers from the C series

EMAG Cooling Units

EMAG Telephone Service and Hotline



Our most important task is maintaining direct contact with our customers. You can contact our customer service department free-of-charge on working days between 7:30 am and 5:00 pm.

In addition, we have a central service center, which is manned around the clock, even on Sundays.

Problems can be solved quickly via this hotline. The service engineers use software with which they can call up the design data and the current machine settings. Any spare part that is urgently needed and readily available is always delivered or made ready for collection within 24 hours, any day of the week.

In the case of more complex problems, direct connection to the machine control unit is achieved worldwide via our remote services (Remote Experts). This means that problems can be solved in the shortest possible time.

You can contact our service center on:

Tel.: +49 7162 17-4300

Fax: +49 7162 17-970

E-mail: service@emag.com

EMAG Replacement of Safety Glass – safety first

According to the Association of German Machine Tool Manufacturers and trade organizations, the safety glass on your turning or grinding machines must be replaced at least every ten years.

For turning and grinding machines in particular, the danger present as a result of high speeds and violent centrifugal forces must not be underestimated. Our safety glass is fired at to test impact resistance and is checked especially for the intended application. If you use only spare parts from the original manufacturer when making new purchases, the duration and reliability of the machine's safety is then guaranteed.

A stamp is inserted in your machine's safety glass, which provides information about the year of production. From this you can ascertain whether it is necessary to replace the safety glass.



EMAG Clamping Device Servicing

Every production process chain is only as strong as its weakest link. Only when the clamping devices are functioning properly can efficient tool machines release their full potential.

Defective or worn-out clamping devices mean a loss in precision, grip and rigidity, and can lead to fluctuations in quality and production downtimes.

Even clamping devices need regular servicing and reconditioning! We offer clamping chuck servicing for all products from a single source.

- Secure clamping for:
 - optimum machining cycles
 - the highest level of safety for man and machine
- Removal, cleaning, checking and servicing of clamping devices. In the case of all worn-out and spare parts, an invoice is always produced following

- consultation with the customer and provision of an itemized statement of costs. This ensures you full cost transparency and the assurance of carrying out production using clamping devices in top condition
- Greasing of all lubrication points every 20 operating hours, and in the case of heavy soiling every eight operating hours
- Complete cleaning of the chuck including disassembly every 2,000-3,000 operating hours



EMAG Spindelfix – now you can change clamping devices more quickly and easily



With EMAG SPINDELFIX you save between 30% and 40% per setup compared with normal setup times.

When changing the clamping devices, the main spindle is locked mechanically (when the machine door is open) at the touch of a button using the EMAG SPINDELFIX element, and is monitored using a limit switch. Once the front door is closed and the automatic cycle has started, the locking mechanism automatically releases the main spindle again.

For three setups per day and an average setup time of 30 minutes, at an average hourly rate of € 75.–, you save:

- € 9,000.– for 120 hours per year
- € 750.– for 10 hours per month
- € 187.– for 2.5 hours per week

EMAG Resetting – planning and preparation for new workpieces

Regular changes to end products are not rare these days. This means adapting to new production series or the production of completely new part families. Relying on our many years of experience, we can carry out the desired changes to existing part families and also plan new workpieces and set up the equipment in preparation for these.

EMAG undertakes all the necessary processes, such as:

- Technical consultation
- Provision and procurement of clamping devices, tools and measuring devices
- Production of tool plans and part programs
- Production of the necessary test sheets
- Setting up the new parts until they reach process capability (CPK)
- Production support during the start-up phase
- Optimizing productivity during the start-up phase



EMAG Hiring Out – the flexible way to handle production peak times



For handling production peak times or downtimes when waiting for a new machine, or in cases of reconditioning or modification, our customers can use the EMAG hiring out service.

EMAG offers new and used production machines for hire. Set up, connected and ready for production – in the shortest possible time.

From the standardized pick-up turning machine to the multifunctional production center, EMAG offers machines for the fruitful production of precise metal parts.

EMAG Preventive Servicing and Maintenance – a co-operative servicing concept

EMAG offers customers a co-operative servicing concept.

The concept:

The customer's expertise and experience, supplemented with the detailed knowledge of the EMAG experts as a key to greater efficiency and lower costs.

State-oriented servicing:

Servicing requirements individually agreed according to the state and operational demands of the machine.

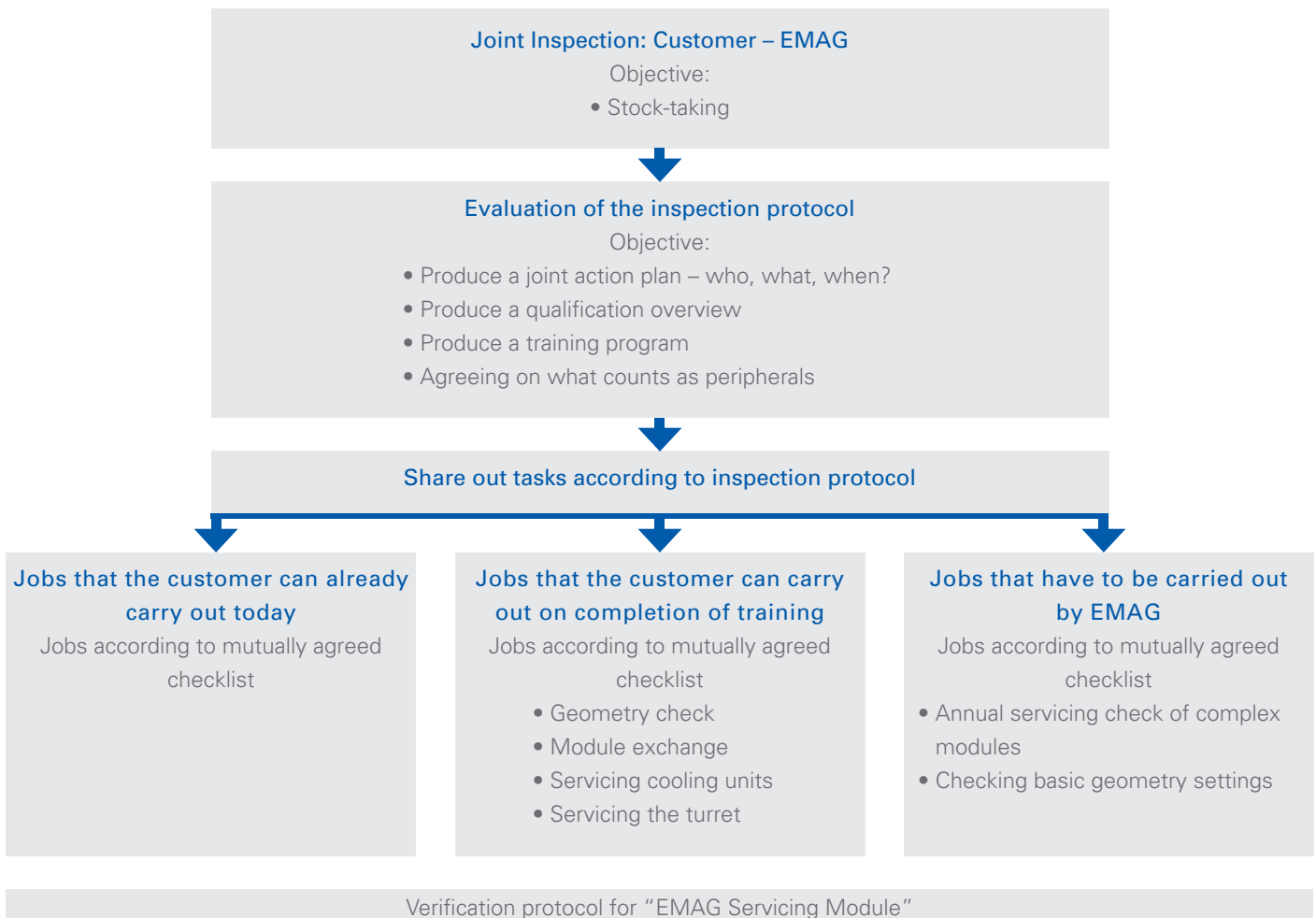
The customer's own input:

Servicing tasks oriented towards the customer's internal maintenance competence and the available resources are shared out between the customer and EMAG.



The benefits:

- An optimum servicing concept achieved through co-operation between the customer and EMAG
- Reduction in servicing costs through the customer's own contribution
- Thanks to training programs, the customer's own servicing employees are better qualified and remain up-to-date with regard to technical matters
- EMAG machine parts are only replaced where absolutely necessary, based on the condition and the load profile
- The experience of the EMAG specialists prevents the failure of expensive modules, thanks to the timely replacement of small parts (wipers and seals, etc.)
- Individual servicing intervals to match requirements based on up-to-date findings from previous servicing
- Better economy, performance and consistent production quality thanks to greater availability and fewer unplanned downtimes
- Constant participation in technological progress (components are always replaced with the newest variant available)



Preventive servicing and maintenance allows you to keep your costs under control and to maintain consistently high availability. Success through partnership!

Example:

With average servicing and repair costs amounting to approx. € 2,000.– (incl. material) for each servicing, added to the additional costs through production downtimes, the cost of preventive inspections is amortized, even if the system suffers only one fault less per year.

At home in the world.

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