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Support & Service Plans

MachMotion's goal every day is to help companies maximize uptime and make them successful. While supporting 1000s of CNC Controls in the industry we strive to prioritize the needs of each customer in the best way possible.

To schedule or learn more about the paid options, email Support@MachMotion.com or call (573) 368-7399.

1: Free Lifetime Support

- FREE phone and email support for the life of the control.
- Remote login support on every control.
- Basic Troubleshooting & Software checks.
- Free online resources including training videos to help you troubleshoot at any time.
- Talk or email with a LIVE technician Monday - Friday, 8:30am - 4:30pm CST/CDT. The typical response time is around an hour; 4 hour call back is guaranteed.

Free Support Requirements

- Stable internet access required (*10 mbps or more*).
- Free Support is non-transferable.*
- Free Support does not include Alexsys, Pronest, or SheetCAM. Partners can use free online manuals, contact CadCAM companies directly, or remote training can be purchased.
- Limited to 1 hour of dedicated support, per call, based on current technician availability. (Based on how many clients need support that day). Our technicians may have to assist other partners before returning to your ticket.
- Paid options for Dedicated Support or on-site service are available based on your needs.

Notes:

- *Non-transferable means the free support package does not transfer to another company if the machine is sold. However, lifetime support can be purchased by the new machine owner.
- Free support includes basic operational questions for one operator. For additional training, see dedicated operator training.



2: Remote Dedicated Support

Dedicated Support has three categories:

Dedicated Set-up Support - \$95 / Hour

- When purchasing a “Self Install” upgrade package, this is crucial to make your installation process as simple as possible. You will have a qualified installation technician logged into your machine with you to help coach you through the installation process.
- This is first come first serve, so schedule as soon as possible. Standard lead time is 3 to 4 weeks.
- Purchased in 3 hour time slots.

Dedicated Emergency Assistance - \$180 / Hour

- When free support does not meet your timeline and needs, you can purchase emergency assistance. We will have a dedicated technician work with you without interruptions until the machine is running and production ready.
- After Hours Weekend Dedicated Emergency Assistance is also an option based on availability (\$230 / Hour).
- This is also a great option for service technicians who are going on site and need MachMotion to give them urgent support.
- This is first come first serve, based on technician’s availability.
- Purchased in 3 hour time slots.

3: On-Site Service

Standard On-Site Service - \$165 / Hour

- You can schedule a qualified technician to come on site and help troubleshoot or repair your machine.
- Travel time, travel expenses, and per-diem are quoted with a service visit. Contact support@machmotion.com for a quote.
- Minimum 8 hours of billed time.
- Scheduled based on availability.

Emergency On-Site Service - \$330 / Hour

- For an emergency service visit (3 or less business days’ notice), you can also schedule a qualified technician to come on site and help troubleshoot or repair your machine.
- Travel time, travel expenses, and per-diem are quoted with a service visit. Contact support@machmotion.com for a quote.
- Minimum 8 hours of billed time.
- Scheduled based on availability.



4: Yearly Service Contracts

- **Premium Support** - Request Quote.
 - Dedicated Emergency Assistance guaranteed with 1 hour call back.

5: Other packages

- **Machine Optimization Package \$9358**
 - Have 1 technician stay one week after the machine is Production Ready.
 - Monitor the machine in production to identify other potential issues and make sure the upgrade is hardened.
 - Advanced training for operators to speed up operation.
 - Document basic machine specific standard operating procedures for operating the new control to reduce long term training time.
 - Optimize the current production process - CAD CAM to finished part. Add shortcuts to the screen, suggest internal process changes, other tools to speed up production, and implement other time savings improvements. C

6: Additional Training Packages

Remote Operator Training

3-Hour Training Block \$400

- With remote access, we can talk to your operator through the basic processes while being logged into your control.
- This is first come first serve. Schedule training ahead of time
- Note: MachMotion installations include first time operators training.

7: Future options

- **Preventive Maintenance (PM) Plan** - Request Quote.
 - Onsite preventive maintenance
 - Machine health check
 - Software updates
- **Machine Remote Monitoring** - Request Quote
 - Monthly remote monitoring of your machine.
 - Alert maintenance checks of potential issues.