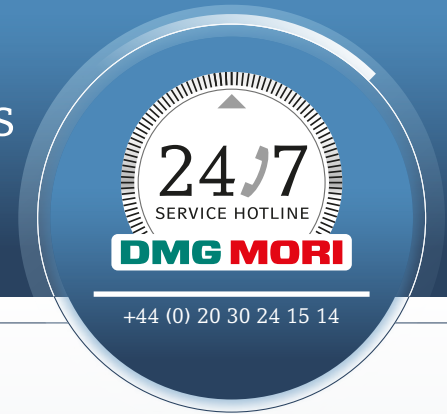


CUSTOMER FIRST

We've been listening to you!
High service quality at fair prices
from DMG MORI.



"We've got good news! We've completely revamped our service and spare parts pricing. Our 5 service promises help us to meet your high service quality expectations at fair prices."

CUSTOMER FIRST was made possible through the merger of DMG MORI AKTIENGESELLSCHAFT and DMG MORI COMPANY LIMITED to form a global machine tool enterprise. We want you to profit from the resulting benefits, thus establishing a strong, long-lasting and successful partnership.

Get in touch with us – your sales and service team is always happy to help!

BEST PRICE EXAMPLES OF SPARE PARTS



Sensors /
Proximity switch

from **£ 40**



Axial tapered
roller bearing

from **£ 168**

SPARE PARTS

BEST PRICE EXAMPLES OF MAINTENANCE KITS

Competitively priced
original replacement
parts in a full package
Example maintenance kit
DMU 65 monoBLOCK®

from **£ 472**



QUICK AND EASY PLUS
SAVE ON SHIPPING COSTS!



ONLINE SHOP

shop.dmgmori.com
with free shipping!

Save even more!

Original spare parts, training offers and
accessory products at a glance – around the clock.
shop.dmgmori.com

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DMG MORI

CUSTOMER FIRST – Our 5 service promises!

1



**BEST PRICE
GUARANTEE
FOR SPARE PARTS**

2



**SPINDLE SERVICE
AT BEST PRICES**

3



**NEW FLAT
CALL-OUT RATE**

4



**WE SAFEGUARD
YOUR
PRODUCTIVITY**

5



**COMPLETE
OVERHAULS**

High quality, fair prices. You can take us at our word!

1

BEST PRICE GUARANTEE FOR ORIGINAL SPARE PARTS



NEW

SPARE PARTS

If a spare part, offered or supplied by us, is at least 20 % cheaper elsewhere, we'll immediately give you a full refund of the price difference. Guaranteed!*

IT'S THAT EASY

Just send an e-mail to the address below, listing our offer or order number and the cheaper alternative offer or alternative supplier's weblink: bestprice.uk@dmgmori.com. Save even more at DMG MORI Online Shop. More information on the back page.

* Only applicable if delivery of our spare part was after 01/09/2016. The spare part in the alternative offer is completely identical – not a repair, copy or other version. It is a new part with an identical warranty period and contents. The scope of supply and quantity are identical. The alternative part has the same availability.

2

SPINDLE SERVICE AT BEST PRICES DIRECTLY FROM THE MANUFACTURER



NEW

World-class manufacturer's expertise at new attractive prices – DMG MORI spindle service!

SPINDLE REPAIRS

Expert repairs with full cost control.

- + Fixed price without additional charges
- + 6-month warranty
- + Includes replacement of rotary feed-through

SPINDLE REPLACEMENT SERVICE

The choice is yours: Fully refurbished replacement spindle or a new spindle ready to use.

- + Warranty up to 9 months or 18 months
- + More than 1,000 spindles currently available

BEST PRICE

SPINDLE REPAIR FROM £ 7,992

3

NEW FLAT CALL-OUT RATE – HUGE SERVICE COST CUTS



SERVICE

Now available – no travel or other extra costs! Instead, we've introduced a flat rate service charge to cover our costs. This means you save up to 50 %!

NEW SERVICE PRICES

- + Fixed price, flat rate service charge
- + One-off charge per service call-out per engineer
- + No calculating the service engineer's travel time cost
- + No mileage charges
- + No expenses or small parts costs

YOUR BENEFIT

NEW SERVICE COSTS – SAVE UP TO 50 %

4

WE SAFEGUARD YOUR PRODUCTIVITY



Reduced operating costs, maximum machine availability and precision throughout the entire life cycle of your machine – DMG MORI Service Plus!

MAINTENANCE PLUS

Manufacturer maintenance for maximum machine availability.

- + Replacement / installation of required wear parts at a fixed price

SERVICECOMPETENCE PLUS REFERENCE PROJECTS

Professional maintenance – we show you how to do it yourself.

- + Replacement of key wear parts with maintenance kits tailored to each specific machine type

FOR MORE INFORMATION PLEASE VISIT SERVICEPLUS.DMGMORI.COM

5

COMPLETE OVERHAULS – RESTORING MAXIMUM PERFORMANCE



PROVEN

Full functionality from proven DMG MORI technologies – Ensure well-established production processes with machine or component overhauls.

HIGHLIGHTS

- + A wide range of machine types at a fixed price
- + Maximum performance restored
- + Component reconditioning to manufacturer's quality standards
- + Additional software updates and selected retrofitting options
- + Top quality through extensive operational testing
- + Full service warranty
- + Overhaul options – on-site or at manufacturer's own location

£

DMG MORI BEST PRICE EXAMPLES

SPINDLE REPAIRS //

BEST PRICE GUARANTEE

18,000 SK40
Spindle repair

from **£ 7,992**

SPINDLE REPLACEMENT SERVICE //

BEST PRICE GUARANTEE

18,000 SK40
Replacement spindle

from **£ 13,432**

BEST PRICE GUARANTEE

18,000 SK40
New spindle

from **£ 15,992**

DMG MORI SERVICE PLUS //

MAINTENANCE PLUS
(per machine / maintenance / year)

from **£ 1,850**

SERVICECOMPETENCE PLUS

from **£ 2,200**