

**Mazak**



**MPOWER**  
COMPLETE CUSTOMER CARE

Single-Source, End-to-End Customer Support for the Life of Every Mazak Machine



Dan Janka – *President,*  
*Mazak Corporation*



## MPower is always on

Mazak's MPower Complete Customer Care program gives you single-source, end-to-end support throughout the life of your Mazak equipment. It's the industry's most-comprehensive program of service and support, backed by our regional network of eight Technology Centers and five Technical Centers.

MPower includes training, technical assistance, parts, progressive learning, spindle rebuilding and much more – with easy access to everything you need. We're here for you from day one.



# With You Every



### 2-YEAR COMPREHENSIVE WARRANTY

Mazak's industry-leading **comprehensive 2-year warranty** covers parts and labor, including operator training and remote real-time diagnostics. We provide phone support and software upgrades at no charge for the life of your machine.



### EASY ACCESS TO MAZAK APPLICATION EXPERTS

Find the right approach to challenging applications, with programming assistance, runoffs and more. Our network of **eight Technology Centers and five Technical Centers** across North America puts advanced expertise at your service, including seminars and demonstration events.



### QUICK PARTS AVAILABILITY

Order online 24/7 and track your shipments – or place your order by phone if you prefer. Our inventory includes **more than \$390 million in replacement parts** and unit inventory, with **97% same-day shipping** on nearly 500,000 unique items.

**Take advantage of the most-comprehensive machine support in the industry.**



# Step of the Way



## EXPERT SPINDLE REBUILD AND REPAIR

We stock more than **700 variations** of new and refurbished spindles, with 97% same-day shipping from more than **\$54 million in global inventory**. Our ISO 9001:2015 certified Spindle Rebuild technicians perform complete repairs and rebuilds within three to five days, including 12 hours of test-stand runoff and vibration benchmarking. Receive a 1-year or 4,000-hour warranty with Mazak-approved installation.



## LIVE 24-HOUR SUPPORT

Contact our **24-hour technical support** system and receive a response within an hour. If you need on-site support from a service engineer, we'll dispatch one to you within 24 hours through our network of more than 300 Mazak factory-trained direct service representatives and certified distributor personnel.



## MY MAZAK SERVICE PORTAL

Access maintenance records, warranties, software, parts usage and more through one cohesive online portal designed to **keep your account information within easy reach**.



## REMOTE ASSIST SERVICE

Find out how to **correct a problem or run a procedure while you're at your machine**. With our mobile app, Mazak technicians can guide your operators through processes and identify replacement parts to speed up repairs.



## IN-DEPTH TRAINING RESOURCES

From basic skills to advanced programming and maintenance, sign up for **more than 100 in-person and on-demand courses** through our learning management system. We'll help you make the most of your Mazak equipment.





**With our eight Technology Centers and five Technical Centers strategically located across North America, homegrown ingenuity and support are never far away.**

# Mazak

## **MAZAK CORPORATION NORTH AMERICAN MANUFACTURING HEADQUARTERS**

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