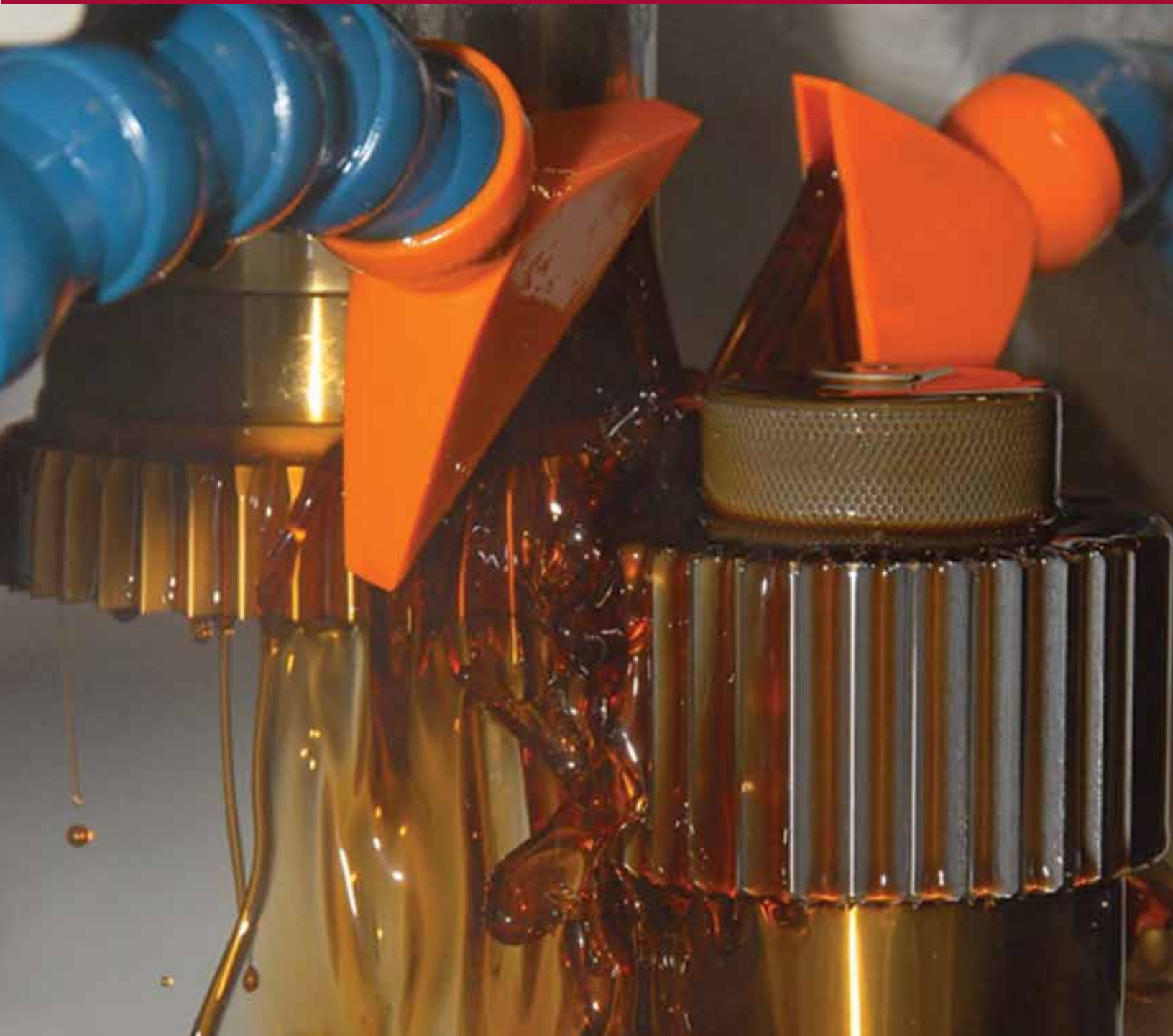


MACHINE TOOL BUILDERS' EQUIPMENT SERVICE PLANS



Protect Your Investment.
Keep equipment at peak performance.
Maintain predictable process control.
Save money on bundled plans vs. emergency calls.

MTB offers multiple service plan options to keep your equipment up and running and minimize the risk for unexpected breakdowns. We can accommodate your budget through a combination of choices, from extended warranty, to preventive maintenance contracts, to On-Demand service.

What can we do for you on Service & Maintenance?



- ▶ Electrical, electronic, software and mechanical check, repair/replacement
- ▶ Problem analysis, complete functional check-up and testing of all systems
- ▶ Geometric alignments and calibrations according to OEM standards
- ▶ Cleaning, adjustment and calibration of critical machine elements
- ▶ Detailed reporting on the machine health condition
- ▶ Complete quality analysis and process troubleshooting
- ▶ Obsolete part identification and sourcing
- ▶ Reverse engineering or alternative design solutions for unavailable parts
- ▶ Access to a large pool of legacy OEM resources and documentation

Why choose MTB for your Service & Maintenance?

With over 30,000 hours of field services rendered to an extensive group of customers during the last 10 years, MTB has the experience, skills and ability to repair and maintain your equipment in the fastest possible time. Even the largest OEMs are drawing upon our expertise on collaborative service projects.

- ▶ Our staff of experienced and well trained service professionals is amongst the best in the industry
- ▶ We offer technical competence that translates to fast problem identification and repair, for your benefit
- ▶ Our expertise in CNC controls, software, and mechanical assembly are rivaling that of many larger OEMs
- ▶ Our extensive parts inventory, particularly of older CNC and servo system components (drives, motors) are available for rapid response to your needs
- ▶ Our priority focus on service work and our clear understanding of your urgency offers you fast quality service from coast to coast
- ▶ We provide discounts on parts and labor with preventive maintenance contracts
- ▶ We offer free technical helpdesk support and consultation for Help-Yourself troubleshooting and repairs.

You too, can take advantage of what many other customers have already discovered in our services.

Our stellar reputation for offering the highest value for the money, along with excellent customer satisfaction and outstanding integrity in business dealings will not disappoint.

Available Equipment Service Options from MTB

A. “The Addendum”- Warranty

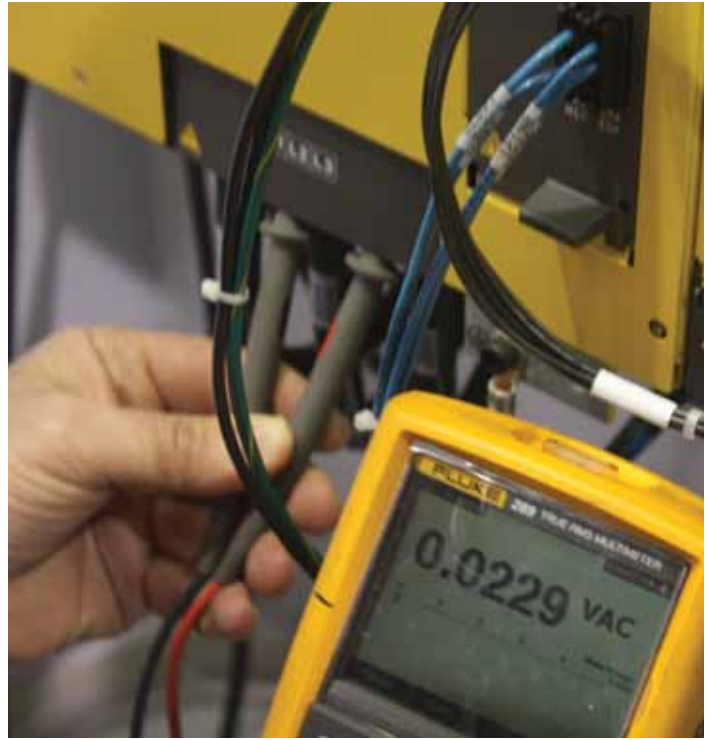
This plan is a one-year extension of the original equipment warranty and includes labor only, with parts added optionally. Who should purchase: This contract is for those customers who wish to keep their new or newly rebuilt/re-controlled equipment in optimum condition for the longest possible time and for a very affordable price. Minor problems, which may not be noticed by the user, can be rectified before they become significant issues, thus ensuring a longer and trouble free life.

What Equipment is covered: All MTB new, re-controlled or completely rebuilt machines.

Length of Contract: Twelve months after the expiration of the original warranty.

When to Purchase: At the time of equipment purchase.

Special Discounts: Ask your MTB sales representative for a quote.



B. Service On-Demand

MTB offers on-call repair service at pre-established rates for travel, regular hours, overtime and weekend/holiday work. No contract needed—just call.

C. FREE Help-Yourself Technical Phone Support

MTB offers free helpdesk support to our customers who are in the midst of troubleshooting a process issue or an emergency machine failure. You know you can always count on the best to point you in the right direction when you call the personal cell phones of our service engineers or the MTB office.

D. Service Contracts for Preventive Maintenance

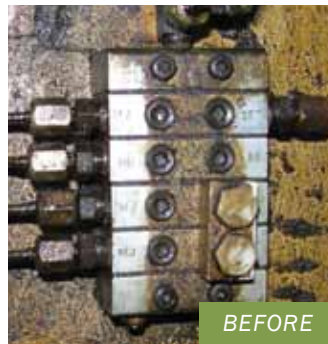
Service contracts are designed to keep your equipment in top-running condition, but at a lower cost than On-Demand service. *See options on next page.*

Who should purchase: These plans are ideal for equipment outside of any warranty period and subject to average or heavy use.

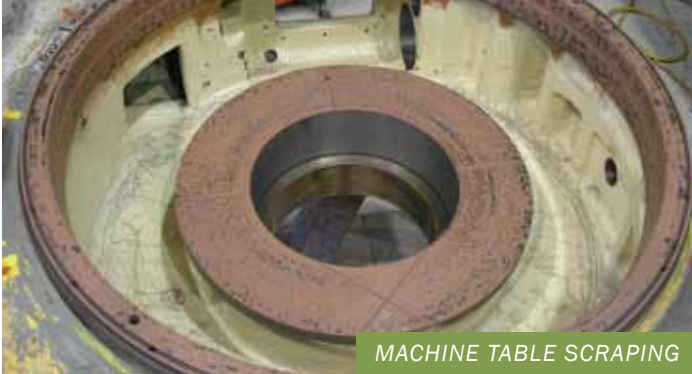
What Equipment is Covered: Preventive maintenance is available for all types of equipment, regardless of manufacturer or age.

For How Long: Twelve months.

When to Purchase: Any time; equipment may be subject to MTB’s inspection prior to agreement signing.



MTB Service Contracts for Preventive Maintenance



Choose from three quality service plans:

“The Profile” Service Plan:

This plan offers one preventive maintenance visit each year for two consecutive days, and includes extensive diagnostic tests to establish the health profile of the machine. While the cost of any necessary repairs and material is excluded, the PM labor, travel and incidental expenses are covered at a discounted rate compared to service On-Demand.

“The Lead” Service Plan:

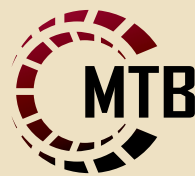
This plan offers one visit at the end of each quarter for one day, for a total of four (4) days per year. It allows the customer to take the lead in proactive maintenance for his equipment, as well as the ability to address the needs of multiple machines during the visits.

“The Spacing” Service Plan:

This is the most extensive and comprehensive preventive maintenance plan we offer. We can customize the contracts to meet your individual preventive maintenance service needs. You can space it all around the year or concentrate it in a specific timeframe that suits your needs.



To request service or further information on any of our service plans, in North America or abroad, simply call our Customer Service Department at 815.636.7502 from 7:00 am - 5:00 pm Central Standard Time; Or submit a service request on line through the MTB website at www.machinetoolbuilders.com



Machine Tool Builders

REBUILDING
RECONTROLLING
SERVICE