



NEWS RELEASE

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Mazak Further Strengthens Customer Support with Parts Center and Spindle Repair Department Expansions

An inventory area increase will provide more spare parts faster than ever

Florence, Kentucky, May 22, 2012 – With the expansion of its North American Parts Center and Spindle Repair Department, Mazak Corporation continues to invest in the quality and strength of its Optimum Plus service and support program. Mazak will further meet customer needs as a result of the expansion and continue its commitment to always providing one of the industry's largest inventories of spare parts.

As a result of Mazak's approximate \$1 million expansion to its North American Parts Center located at its Florence, Kentucky campus, the company now stocks over 50,000 unique part numbers valued at more than \$65 million and available for immediate same-day delivery for 97% of all orders. Additionally, Mazak streamlines access to its massive stock of spare parts through its highly successful PartsWeb ordering program that puts customers in touch with the North American Parts Center 24 hours a day/7 days a week.

The Parts Center expansion increases the facility's storage capacity by 25%, growth that will also support Mazak's many new and upcoming machine tool models. Two new fully automated vertical lift module storage systems will boost small parts capacity by 5,600 parts, and Mazak is replacing an existing rack system with a new one that will provide 286 more pallets of large part storage. In total, the expansion allows the Mazak Parts Center to inventory almost 14,000 additional parts to keep customer machines up and running.

Mazak's Parts Center currently ships 1,000 aftermarket parts daily and has the capability to process up to 2,000 orders within a five-hour shift. Since Mazak customers are busy during working hours and most often place part orders late in the afternoons, the Parts Center is staffed well into the evening hours to ensure those orders get same day shipping.

"When a customer purchases a Mazak machine, we are dedicated to providing the best possible support that ensures they receive the maximum return on their investment,"

says Brian Papke, president of Mazak Corporation. “Parts support is one of the main pillars of our Optimum Plus customer service and support program, and as such, we will continually invest in our North American Parts Center to further support and optimize our customers’ manufacturing operations.”

Coinciding with the Parts Center expansion, Mazak has also relocated its Spindle Repair and Rebuild Department from inside the manufacturing plant to a fifth building on the Kentucky manufacturing campus. The building measures 65,000 sq-ft and will provide more room for the department to further increase its capacity for incoming spindle work while also ensuring customers the shortest possible turnaround times.

Mazak’s certified Spindle Repair and Rebuild Department offers the most reliable and highest quality spindle repair and rebuilding services for all Mazak type spindles – encompassing over 900 different spindle variations for all types of turning centers, vertical and horizontal machining centers and Multi-Tasking machines.

To fulfill all spindle needs, Mazak offers customers the options of purchasing a brand new spindle, having their spindle repaired or acquiring a Mazak rebuilt spindle. Mazak stocks more than 300 rebuilt spindles to provide customers a cost-effective spindle solution delivered in as little as 2 or 3 days. Rebuilt spindles include a 7-month warranty with Mazak installation. The Spindle Repair and Rebuild facility is included in Mazak’s ISO certification, so customers are assured of consistent quality in repaired and rebuilt spindles.

About Mazak Corporation

Mazak Corporation is a leader in the design and manufacture of productivity-improving machine tool solutions. Committed to being a partner to customers with innovative technology, its world-class facility in Florence, Kentucky recently increased its production capacity to 135 machines per month in 2011. Continuous training and development of the workforce has created a “lean” culture, which has created opportunities for continuing growth in America. Mazak maintains eight Technology Centers across North America to provide local hands-on applications, service and sales support to its customers. For more information on Mazak's products and solutions, visit www.mazakusa.com or follow us on Twitter at @MazakCorp and on Facebook at <http://www.facebook.com/MazakCorp>.

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