



NEWS RELEASE

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Mazak Announces New Enhancements to Optimum Plus

Comprehensive program provides longer warranties and extensive service and support

FLORENCE, Ky., August 29, 2016 – Mazak continues to reset the bar not only with respect to the manufacturing technology it offers but also the service and support that backs it. As part of its ongoing commitment to continuous improvement, the company has recently initiated significant enhancements to its Optimum Plus service and support program equating to substantial benefits for customers.

The Optimum Plus total customer support program now offers long running all-inclusive warranties, an extensive and expanded parts inventory, broad network of strategically located expert service engineers, the shortest parts delivery times and the most comprehensive lineup of training and education opportunities in the industry. Optimum Plus also encompasses an expanded number of stock spindles and a certified spindle replacement and rebuild program.

Customer support

- The industry's most comprehensive warranty is now a full two-years
 - All new Mazak machines – not monthly specials
 - Both parts and labor – no special conditions to receive support
 - No requirement to contact the individual manufacturers of parts for replacements
- 300 Mazak Service Engineers strategically located throughout North America in Mazak Technology Centers and Technical Centers
- Free telephone support for the life of machine
- Comprehensive machine calibration and certification services
- Three years of free programming training with each new machine
- Available operator and maintenance training at Mazak and onsite

Parts

- \$390 million in dedicated replacement parts and units strategically located in 10 global parts centers

- \$90 million worth in North America encompassing 60,000 different part numbers
- 97 percent of parts ship same day
- Online Parts Store for 24/7/365 parts support
- Convenient downloadable digital documentation, customized spare parts kits and easy access to parts center experts

Certified spindle service

- Spindle Repair and Rebuild Department for all Mazak type spindles – encompassing over 600 different spindle variations for a wide range of turning centers, vertical and horizontal machining centers and Multi-Tasking machines
- Options to purchase a brand new spindle, have a spindle repaired or acquire a Mazak rebuilt spindle
- Stocked units to support 600 spindle specifications with 95 percent of all spindle orders shipped same day
- One-year or 4,000-hour warranty on rebuilt spindles with Mazak certified installation (high speed spindle warranties may differ)
- Cost-effective, multiple repair options – Platinum, Gold and Silver Services
- 24/7 online spindle status check and access to all spindle work information in real time

For more information on Optimum Plus, contact Mazak at one of its eight North American Technology Centers or see the company at IMTS 2016 in booth S-8300.

About Mazak Corporation

Mazak Corporation is a leader in the design and manufacture of productive machine tool solutions. Committed to being a partner to customers with innovative technology, its world-class facility in Florence, Kentucky, produces over 100 models of turning centers, Multi-Tasking machines and vertical machining centers, including 5-axis models. Continuously investing in manufacturing technology allows the Kentucky Mazak iSMART Factory to be the most advanced and efficient in the industry, providing high-quality and reliable products through its “Production-On-Demand” practice. Mazak maintains eight Technology Centers across North America to provide local hands-on applications, service and sales support to customers. For more information on Mazak's products and solutions, visit www.mazakusa.com or follow us on Twitter and Facebook.

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