

my DMG MORI

Service offers

Original spare parts

Spindle service

Overhaul

Automation Retrofit

Buy back & Trade-in

DMG MORI CUSTOMER CARE

We take care of your productivity



DMG MORI CUSTOMER CARE

myDMG MORI*

The shortcut to
faster service

- + PRE-FILLED SERVICE REQUESTS
- + SERVICE EXPERT CHAT
- + AUTOMATION RECOMMENDATIONS FOR YOUR EXISTING MACHINE
- + REQUEST AND ACCEPT OFFERS ONLINE
- + ALL DOCUMENTS AVAILABLE ONLINE

02

HIGHLIGHTS**

- + **IDENTIFY SPARE PARTS**
Find the right part for your machine.
- + **SELF-SERVICE**
Solve simple service problems yourself.
- + **SETUP SUPPORT**
Working together to get you safely to your first chip.

*Only available to customers in selected countries. Access requires further activation.

**The new features are currently only available in Europe. To the US portal: us-mydmgmori.com





CONDITION AGENT

THE FUTURE OF MAINTENANCE

Intelligent maintenance service for positioning axes, spindles, ATC, and APC

- + Diagnosis and visualization of wear-related changes
- + Reduce machine downtime thanks to data-based maintenance recommendations
- + Quick and easy to retrofit



Service offers

Original spare parts

Spindle service

Overhaul

Automation Retrofit

Buy back & Trade-in

DMG MORI CUSTOMER CARE

Full-Service 5.0*

The all-inclusive package
for 5 years of maximum
machine availability

With our comprehensive carefree package, you are opting
for 5 years of worry-free production and maximum machine
availability. Whether it's maintenance or repair work.

From service to original spare parts,
everything is included!



**REPAIRS
INCLUDED**



**TRAVEL EXPENSES
INCLUDED**



**PROTECTION IN
THE CASE OF A CRASH
INCLUDED**

FULL SERVICE

ADDITIONAL FULL-SERVICE OPTIONS:

- + **NEW:** Full service for used machines: 3 years of maximum machine availability for our high-quality showroom and warehouse machines
- + **NEW:** Contract extension for existing Full Service 3.0 contracts

HIGHLIGHTS

- + **No unexpected repair costs** – All service and spare parts costs included
- + **5 years of machine protection** in accordance with warranty standards from commissioning
- + **Fixed premiums** – no price adjustments during the term
- + **Coverage in the event of a crash** with immediate claims settlement by DMG MORI
- + **No deduction for wear and tear in the event of spindle damage due to a crash**
- + With DMG MORI Finance, you can easily finance full service when purchasing your new machine
- + Free **NETservice** and remote service throughout the entire term



**MANUFACTURER
MAINTENANCE
INCLUDED**



**ORIGINAL
SPARE PARTS
INCLUDED**

*Available only to customers in selected countries.
Please contact your local representative to check availability.

DMG MORI CUSTOMER CARE

Discover our *PLUS* family and put an end to long downtimes and unpredictable costs.

CAREFREE PRODUCTION



Inspection *PLUS*

Regular inspections based on a structured checklist, including transparent condition assessments by our DMG MORI service technicians.



Maintenance *PLUS*

Minimize unplanned machine downtime with preventive maintenance according to the maintenance checklist. Our service experts keep your new and existing DMG MORI machines fit for the next production cycle!

DMG MORI CUSTOMER CARE

Original spare parts

Whenever and wherever you need a spare part.

Quality in stock – With availability of > 95 %, we offer you an optimal supply of original spare parts across all DMG MORI technology areas.



GERETSRIED

SHANGHAI

DALLAS



HIGHLIGHTS

- + **Optimal supply:** More than 310,000 different items ready for shipment in stock
- + Whether **new or exchange parts**, you will only receive original spare parts in DMG MORI manufacturer quality
- + **Quality that convinces:** Every spare part has at least a 12-month warranty
- + **Well taken care of even in old age:**
Numerous spare parts also available for series from 1970 onwards
- + **Available 24/7:** With *myDMG MORI*, you can quickly and easily identify spare parts and order them directly



DMG MORI CUSTOMER CARE

REPLACEMENT PART SERVICE

Think economically.
Act sustainably.



IGA



OVERHAUL & WAREHOUSING

Restoring functionality through comprehensive expert know-how



ORDER REPLACEMENT PART

Around the clock via *my* DMG MORI and in our online shop



TECHNICAL INSPECTION

Thorough quality inspection of returned parts



DELIVERY

Fast delivery thanks to maximum parts availability



RETURN THE DEFECTIVE PART

Return and receive credit



INSTALLATION

Professional installation by our service experts

HIGHLIGHTS

- + **You save money, but not on quality –**
the high DMG MORI quality standard remains assured
- + **Faster availability,**
even for older machine series
- + **At least 12 months warranty**
on all replacement parts
- + **Over 50 %** of all components are **reused**

my DMG MORI

Service offers

Original spare parts

Spindle service

Overhaul

Automation Retrofit

Buy back & Trade-in



08

HIGHLIGHTS

- + More than 6,000 spindles **available worldwide at short notice**, regardless of machine type and year of manufacturer
- + **Quality first:** We only use original spare parts
- + **Maximum security:**
At least 1 year warranty on all spindles
- + **The choice is yours:**
Our express solutions for minimal downtime or our more cost-effective premium spindle repair

Spindle service

The spindle is the heart of your machine.
We make sure it keeps running.

SPINDLE WARRANTIES AT A GLANCE

	MASTER spindle	Standard spindle
New spindle	36	18
Exchange spindle	18	12
Premium spindle repair*	12	12

*Warranty on replaced parts and work performed

IMPROVED PERFORMANCE speedMASTER-K

Same look, better performance.
MASTER technology now also
available for many older machines!

09

Our MASTER spindle variants:



turnMASTER
Our strongest
turning spindle –
for maximum power
in rotary motion.



powerMASTER
Our most powerful
spindle – for maximum
performance in heavy-
duty machining.



speedMASTER
Our fastest spindle –
for high-precision
machining at maxi-
mum speed.



inlineMASTER
Our direct-drive
spindle – for maximum
precision without drive
losses.



compactMASTER
Our most compact
spindle – maximum
performance in mini-
mum space.

HIGHLIGHTS MASTER SPINDLES

- + Extended warranty on all DMG MORI MASTER spindles
- + Maximum service life for all MASTER spindles thanks to **VACRODUR bearings**
- + Tool clamp with **5 million cycles service life** and smooth spindle running
- + Simplified repair and maintenance thanks to **proven rotor cartridge technology**

DMG MORI CUSTOMER CARE

Overhaul your machine and increase performance and preserve value.

Your machine has delivered top performance for many years – and it can do so again! With our professional machine overhaul service, we restore your DMG MORI machine to its original performance level. Whether it's a complete system or a targeted component overhaul, our Used Machines experts check, replace, and clean every component with unique expertise that only the manufacturer has!

8 steps to get the best result.

1. Detailed report of current machine status

- + Inspection of all functions on site
- + Measurement of machine geometry

2. Dismantling and removing*

- + Machine disassembly including securing for transport by our technicians
- + At request it is also possible to overhaul your machine on-site

3. Disassembling and cleaning

- + Complete dismantling of the machine in its individual parts at our factory or on site
- + Cleaning of individual parts

4. Overhaul

- + Overhaul of the components
- + Exclusive use of original spare parts

5. Reassembly and commissioning

- + Repainting of machine parts in the original colour
- + Setting the mechanical machine geometry





Find out more about the overhaul range of DMG MORI Used Machines and how you can modernize your machinery for years to come thanks to a DMG MORI overhaul.

youtu.be/FZBPZdKI7Nc

6 MONTHS

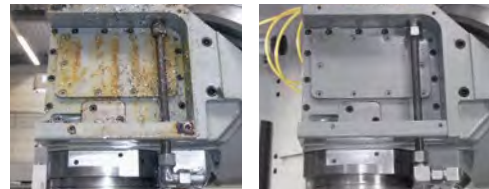
WARRANTY ON
THE ENTIRE SCOPE
OF SERVICES

OVERHAUL

INSTEAD OF
BUYING NEW

YOUR ALTERNATIVE: UPON REQUEST, WE WILL OVERHAUL INDIVIDUAL COMPONENTS

- + Component overhaul of **manufacturer quality**
- + Increase in **precision and productivity**
- + Provision of replacement parts at request **for minimal downtime**
- + **Unique availability of parts** even for specialist machines and older machine models



Example milling head of a DMU 125 P duoBLOCK



6. Test run

- + Final test runs of all functions
- + Further tests and measurements at request such as laser measurement

8. Final inspection, packing and shipping

- + Competent packing
- + Organisation of transport to you*
- + Commissioning by DMG MORI staff*

7. Inspection

- + Inspection according to new machine protocol
- + Customer pre-inspection at request
- + Parts inspection and application technology*

*optional services by arrangement

DMG MORI CUSTOMER CARE

Automation Retrofit

Your existing machines can do more!

Put an end to unused capacity, skilled labor shortages, and expensive new investments.

With retrofittable automation solutions from DMG MORI, you can get the most out of your existing machines 24/7. Our retrofit experts will find the right automation solution for your requirements.

HIGHLIGHTS

- + **Everything from a single source** – from compatibility testing of your desired automation to commissioning
- + **Increase the added value of your existing machine** – save time and money
- + **You know your machine, we make it future-proof** – no retraining necessary
- + **Retrofit with manufacturer expertise** – no interface problems, no surprises

Example: DMU 100 P duoBLOCK with PH Cell 2000



1-shift operation
= 1,560 spindle hours per year*

*DMU 100 P duoBLOCK with PH Cell 2000 stacking magazine,
20 pallets - simplified calculation with 75 % spindle hours:
1-shift: 52 weeks × 5 days × 8 h × 0,75 = 1,560 h/a;
3-shift: 52 weeks × 5 days × 24 h × 0,75 = 4,680 h/a;
24/7: 52 Wochen × 7 Tage × 24 h × 0,75 = 6,552 h/a

READY. SET. AUTOMATE.

Get started quickly with autonomous manufacturing with our pre-configured Fast Lane Kits

Our plug & play solutions are ready to use and perfectly matched to your machine. No compatibility checks, minimal waiting time – simply connect and start automated production.

EXAMPLE

Do you have a DMU 65 monoBLOCK 2nd Gen.? Then you're ready for our PH Cell 300 with maximum storage capacity.

- + Offer at list price: € 33,600
(Automation interface + installation)
- + Fast delivery time starting at 8 weeks
- + Can be retrofitted immediately – no testing required

We'll find the right automation for your individual needs!
automation-retrofits@dmgmori.com

REQUEST
CUSTOM AUTOMATION
VIA *my* DMG MORI



13

<6 MONTHS
AMORTIZATION
(AUTOMATION))



24/7 operation
= 6,552 spindle hours per year*

- + 2 additional unmanned shifts per day
(< 19 months for machine and automation)
- + 6 additional unmanned shifts at the weekend
(< 12 months for machine and automation)



Fast help is our mission.

> 2,500 LOCAL SERVICE EXPERTS

A problem solver is always close by

- + Over 100 service locations worldwide
- + Local experts for every technology
- + Annually trained and highly qualified personnel

2nd LEVEL SERVICE EXPERTS

Our global service and training experts support our customers with their specific knowledge, as do our regional service experts. We offer:

- + Machine-specific expertise for complex service cases
- + Training courses for the use and repair of your machine

DMG MORI Used Machines

Whether buying or selling –
we are your first-class partner for used machines!

HIGHLIGHTS

- + Increase production capacity immediately with short-term machine availability
- + Certified quality directly from the manufacturer
- + Old for new – machine replacement from a single source
- + We buy your used machine – including 3rd party machines
- + CNC-Scout – Find the used machine that is perfect for you



Export Control: Machines and products from DMG MORI may be subject to export restrictions. Therefore, prior export control authorization from competent authorities may be required. To prevent the illegal diversion of the equipment to individuals or nations that threaten international security, every DMG MORI machine is equipped with an RMS function (Relocation Machine Security). The RMS automatically deactivates the machine when the machine is moved or disassembled. Such deactivation does not take place during regular operation or maintenance. If the equipment is so-disabled, it can only be re-activated by DMG MORI or some authorized representatives. Reactivation can be ordered via DMG MORI Service. If the machine is deactivated due to a substantial repair activity, this service is free of charge. DMG MORI may refuse to re-activate the machine if it determines that doing so would be an unauthorized export of technology or otherwise violate applicable export restrictions. DMG MORI shall have no obligation to re-activate such a machine and shall have no liability as a result thereof.