



DMS PREVENTATIVE MAINTENANCE | 2015 PLAN

Diversified Machine Systems (DMS) is proud to offer the DMS Preventative Maintenance Plan – a one-year extended service plan designed to keep machines running at their optimum efficiency and discounts for continuing service and parts.

DMS offers two Preventative Maintenance Plans - Tier 1 and Tier 2. Both plans include all of the benefits outlined below. Tier 1 is a comprehensive, all-inclusive package and Tier 2 has a base price with additional options available.

The DMS Preventative Maintenance Plan Includes:

1. Granite Straight Edge for Table Level Variable Control & Granite Square for Backbone and Bridge Straightening - included for Tier 1 clients, optional for Tier 2. Shipping to be covered by the client.
2. Software Upgrades, Controller Firmware and DDS – when applicable, as determined by the DMS Service Team.
3. Discount on All Parts Up to 20%*
4. Up to 15% Discount on All Cutting Tools*
5. 10% Off Any Machine Upgrade Retro Fits – Includes Labor and Parts
6. 100 Point Inspection by a DMS Certified Factory Technician
7. Up to 2 Days of Labor for 1 Site Visit – If Required**
 - A - One Day of Machine Inspection and Adjustments
 - B - Second Day for Repair if Needed or Choice of the Following:
 - a - Maintenance Training
 - b - Laser Alignments**
 - c - Leadscrew Compensation** – Determined When Technician is Scheduled
8. Additional work and/or replacement of parts for third or additional days on initial visit are available at \$950/day in the Americas and \$1,050/day for international clients.
9. Up to \$600 of Travel Expense Budget is Included on Initial Inspection Trip
10. Non-emergency field service for subsequent visits is available at \$1,150/day* with travel expenses not included.
11. DMS Preventative Maintenance Sticker for All Service Call Visits
12. Unlimited Factory Technical Support by Phone – Available Monday – Friday from 7am-4pm MST excluding holidays
13. Telediagnosis Troubleshooting – if applicable
14. Website Technical Support by Private Access Portal – Standard FAQs are already available on DMSCNCRouters.com
15. F.O.C.U.S – Forging Original CNC Unique Solutions Troubleshooting Phone Support

The DMS Preventative Maintenance Plan Details:

1. The Extended Service Plan work is scoped as a one-day visit as defined by the 100 Point Inspection Checklist.
2. Travel expenses above Initial Inspection Trip Budget of \$600 or in additional travel visits will be invoiced at actual cost.
3. Travel expenses include but are not limited to flight, hotel, car rental, gas, tolls, parking, baggage fees, etc.
4. Travel time of 8 hours is included on Initial Inspection Trip. Any travel beyond 8 hours is billable at \$35/hour.
5. Tier 1 Plan shipping of Granite Straight Edge & Granite Square for alignments to be covered by client.
6. Sales tax on parts will be included on all invoices.
7. All machines quantities are calculated by single site locations.
8. For coverage details regarding a MotionMaster Machine, please contact the DMS Service Team.
9. Diversified Machine Systems reserves to the right to modify or discontinue this plan with a 30 day written notice.

*Available during the Plan Contract Period. ** Advance notice required for scheduling and material purposes.



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All machines accepted into this plan will receive everything included in the previous page and will be eligible for future additions to the plan at no additional cost.

Plan Options

One-Year Program Rate

Tier 1 Plan*	\$9,000 for 1st Machine	\$4,000 for 2nd Machine	\$3,750 for Additional Machines
Tier 2 Plan	\$4,500 for 1st Machine	\$4,000 for 2nd Machine	\$3,750 for Additional Machines
T2 Option 1	Granite Straight Edge & Square	\$4,850	

*All Options are included in the Tier 1 Plan.

Company Information

Company Name: _____ Contact Name: _____

Address: _____ City, State, Zip: _____

Phone: _____ Fax: _____

Email: _____ Date: _____

Machine Serial Numbers

Please list all qualifying machines by manufacturer and serial number.

Machine #1: _____ Machine #2: _____

Machine #3: _____ Machine #4: _____

Machine #5: _____ Machine #6: _____

Machine #7: _____ Machine #8: _____

Signature: _____ Printed Name: _____