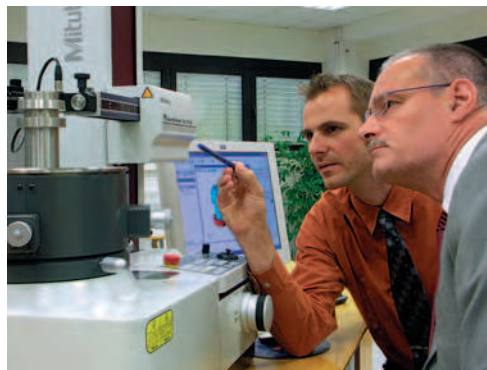


The Services Offered



Technical advice: Aimed at meeting your needs and helping you to achieve your goals

We invest a lot of time in providing competent and comprehensive advice to ensure that our customers do not waste any precious time in identifying solutions to their measurement tasks.

Our technical advisory service puts users directly in touch with the right specialist for their individual requirements – either on the telephone or face-to-face. The team of Mitutoyo advisors is quite happy to arrange a visit to your premises, depending on the problem to be solved.

Planning to suit requirements, extensive project planning and specific engineering prior to making the decision to purchase are becoming increasingly important, especially in the field of production-integrated measurement. A precise design and adaptation of the systems is absolutely crucial, since one measuring task rarely resembles the next, especially in complex manufacturing processes. Numerous aspects need to be taken into account, starting with an evaluation of the working conditions right up to determining the individual components.

As an internationally leading full-range provider offering the world's widest range of products, Mitutoyo can provide its customers with a fully integrated concept for all measurement tasks.

Our technical service specialists are, of course, equally available to provide advice and practical assistance even after a measuring device has been purchased and installed. Mitutoyo's hotline can provide rapid and unbureaucratic assistance in cases of emergency.



Maintenance service: To keep things working to plan

Regular maintenance – generally once a year – in line with a fixed Mitutoyo maintenance plan ensures that measuring devices remain accurate and reliable, and last for a long time. A maintenance contract gives users both the assurance of being able to plan their quality costs, and the status as registered customers of Mitutoyo. And they do not even need to check the service schedule themselves – the maintenance service calls automatically when the next check is due.

Larger devices and systems are tested and serviced on site. This reduces interruptions in production and helps customers to operate efficiently. Mitutoyo's hotline is available to provide specific support if questions or problems arise outside the regular maintenance periods.

Software maintenance contract

The low-cost software maintenance contract offered by Mitutoyo ensures that the programs behind the high-performance measuring systems are always reliably up to date. This maintenance service keeps the software on the customer equipment up to date with the latest program developments – automatically and at no extra cost. Following expiry of the warranty period, it also guarantees regular software maintenance. In addition, users benefit from considerable deductions in the prices of new program versions.



Repair service: Original, professional, fast and calculable

Downtimes or even shutdowns drastically reduce both cost and workflow efficiency. Fast repairs of any problems that arise on measuring equipment are therefore an important benchmark for measuring the service strength of the equipment manufacturer.

Mitutoyo's measuring equipment is repaired either in one of the company's own service workshops or – especially when the equipment in question is a coordinate measuring and vision measuring, or even a stationary form, surface or contour measuring device – on site at the customer's premises. The central spare parts warehouse guarantees that spare parts are supplied without delay. Its comprehensive stocks enable it to guarantee virtually 100 per cent ability to deliver.

Both the staff in Mitutoyo's service workshops and the mobile service teams are intensively trained and experienced specialists who will ensure the prompt and technically optimal repair of your equipment.

Further compelling arguments in favor of having your equipment repaired directly by Mitutoyo are the calculable, low-cost fixed prices for hand-held measuring devices and, of course, the use of top quality original spare parts.