

A background image showing a close-up of a lathe machine. A polished metal workpiece is being turned on the lathe bed, with a cutting tool visible on the right. The scene is illuminated with a blue and yellow light effect.

ANNUAL SERVICE PLAN



Service Agreements and Preventative Maintenance

Dear customer, thank you for your interest in our annual plan service option.

We offer a variety of service to keep your machine fully operational. Well maintained machines need fewer repairs and experience less 'down time'.

We can provide:

- Service engineer(s) who will travel to your company
- Commissioning and Basic Training
- Machine Tool Alignment and Calibration
- Machine Guard Installation
- Preventative Maintenance Plans
- Diagnosis Machine repair

Our comprehensive service and preventative maintenance programs are tailored to suit your requirements.

Our aim is always to provide the best service and support throughout the life of your machine tool and in doing so, ensure maximum machine availability at all times.

All our service's include:

- Check condition of incoming supply cable
- Check coolant pump operation
- Check operation of handwheels
- Check lubrication system, drain, clean and refill. Replace filter where required
- Check and evaluate slideway wear & ensure sufficient lubrication
- Check correct operation of emergency stop circuits
- Check correct operation of guard circuits and limit switches
- Ensure all guarding is in place and operating correctly
- Run spindle to maximum rpm to check for excessive noise

NOTE: Please check the below document to see our service checklist for your specific machine.



Machine Type	Manual lathes	Manual milling machines	Manual Radial drills	Manual drilling machines	Surface & Universal grinders	CNC mills	CNC lathes
Check all gib alignments - X, Y & Z axes	✓	✓					
Check condition of incoming supply cable	✓	✓	✓	✓	✓	✓	✓
Check conveyor operation in both directions (where applicable)						✓	✓
Check coolant pump operation	✓	✓	✓	✓	✓	✓	✓
Check foot switch operation (where applicable)	✓	✓		✓	✓		
Check operation of handwheels	✓	✓	✓	✓	✓	✓	✓
Check operation of parts catcher						✓	✓
Check lubrication system, drain, clean and refill. Replace filter where required	✓	✓	✓	✓	✓	✓	✓
Grease chuck	✓						✓
Check all encoder couplings are secure and aligned						✓	✓
Check DRO functions and cable connections	✓	✓			✓		
Check all hydraulic connections are secure	✓	✓	✓		✓	✓	✓
Replace hydraulic oils and dean filter (replace if necessary)	✓	✓	✓		✓	✓	✓
Check and evaluate slideway wear & ensure sufficient lubrication	✓	✓	✓	✓	✓	✓	✓
Check condition of belts and adjust (where applicable)	✓	✓		✓	✓	✓	✓
Check function of spindle brake (if fitted)	✓	✓	✓			✓	✓
Check headstock noise in all gears	✓	✓	✓	✓			
Check quill feed operation		✓	✓	✓			
Check toolchange operation. Adjust if necessary						✓	✓
Check variable speed belt for wear		✓					
Check/adjust backlash	✓	✓					
Remove, check and dean slideway wipers	✓	✓	✓	✓		✓	✓
Check air blast						✓	✓
Check correct operation of emergency stop circuits	✓	✓	✓	✓	✓	✓	✓
Check correct operation of guard circuts and limit switches	✓	✓	✓	✓	✓	✓	✓
Ensure all guarding is in place and operating correctly	✓	✓	✓	✓	✓	✓	✓
Run spindle to maximum rpm to check for excessve noise	✓	✓	✓	✓	✓	✓	✓
Change battery pack (where applicable)						✓	✓



Charges and Terms

Customers are required to make cleared funds payment prior to our engineer(s) completing routine maintenance / annua services before attending your work premises.

Our service plan quotation is based on your model the make of the machine, the equipment requirements or maintenance, our engineer's hourly rate, travel times, milage, accommodation (if required) and any parts or accessories required during the routine service.

Our service plan quotation also includes our engineer preparation and unload time. Our engineer(s) have to prepare for each individual service. Included in our service plans are their outgoing and return travel times, all preparation work time that is applicable to work undertaken at your request and the required unloading on return to our factory.

Travel, Milage and Accommodation:

For our engineers outgoing from our factory and return journey, travel time is actual travel time, not travel time generated by a sat nav or post code software. Our engineer(s) may encounter varying levels of on route congestion, road works, accidents and incidents ETC. Chester Machine Tools cannot control such traffic conditions to and from your premises.

For the Avoidance of any doubt: Any resulting increase in our engineer(s) travel time / protentional accommodations requirements cause by any of the above and or resulting in overtimes charges, will be passed to your company.

Milage Charges

Outgoing and returning to our factory are chargeable for each engineer and each vehicle and chargeable at the rate of 0.65p per mile / per vehicle.

Engineer(s) Chargeable Hours

Are chargeable from our engineer(s) departure from our factory to our engineer(s) return to our factory.

Overtime Payment

Should our engineer(s) incur 'overtime' during a routine maintenance / service (deemed to be out of normal hours of 8.30am – 5pm). For the Avoidance of any doubt: Any resulting increase in our engineer(s) travel time / protentional accommodations requirements cause by any of the above and or resulting in overtimes charges, will be passed to your company.

Overnight Accommodation & Meal Expenses

This is chargeable to the customer's account at £200 per night per engineer. We reserve the right to increase this cost if hotel costs in your area are excessive.

Replacement Parts and Oils

Replacement parts and oils are not included in your service plan and will be charged.