

*Extrude Hone
Customer Care Programs*

- ***Increase Return on Investment***
 - ***Offer Peace of Mind***
 - ***Access to Highly Skilled Service Engineers***



Full CircleSM

Customizable Programs

Preventive Maintenance

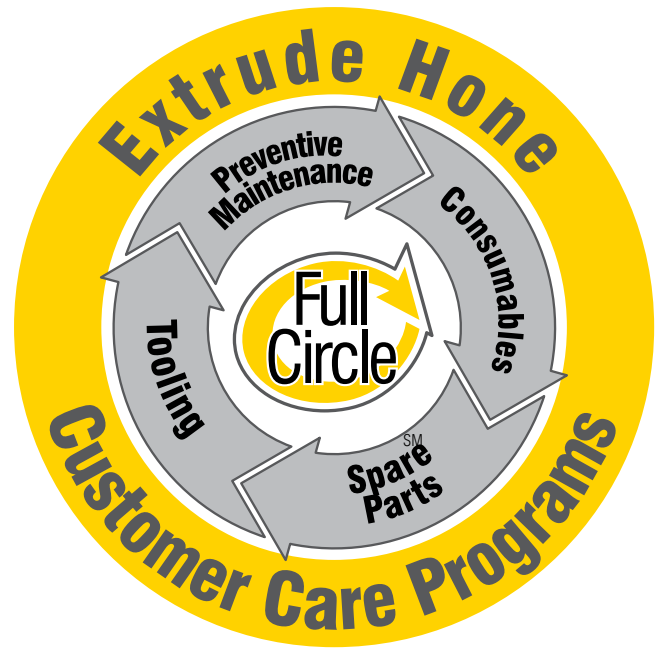
Consumables

Spare Parts

Tooling



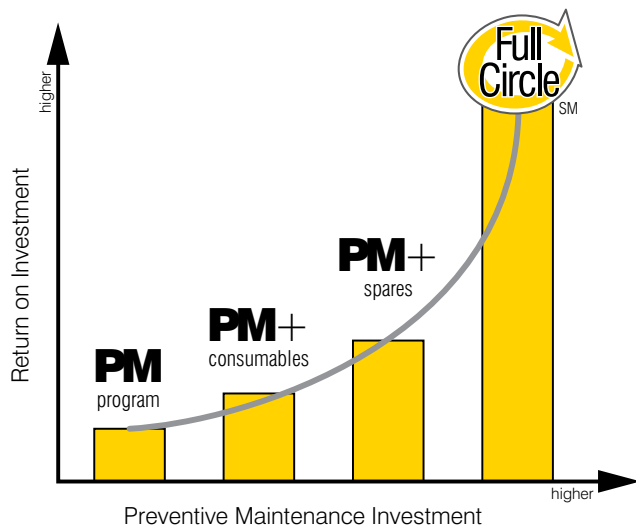
SM



Extrude Hone Customer Care Programs

Extrude Hone is dedicated to helping you get the highest possible return on your investment. Our Customer Care Programs are specifically designed to maintain equipment performance to factory specifications throughout the life cycle of the machine. Our enhanced preventive maintenance plans improve uptime, throughput and the effective ongoing performance of the machine, which translates into a strong return on investment for your organization.

We created our Customer Care Programs to meet the needs of all customers. Our programs provide the flexibility for you to choose and invest in a program that offers the degree of preventive maintenance you require. Each program is customized to your individual needs with pre-scheduled monthly, quarterly or semi-annual service visits by one of our experienced service technicians.



Full Circle

- Regular service inspections
- Reduced labor rate for pre-scheduled inspections and spare parts service
- Volume discount on consumables (AFM Media and ECM Electrolyte) based on a predetermined replenishment schedule
- 10% discount on spare parts and tooling
- Two free feasibility studies per year
- One-year service warranty extension on new equipment purchases



PM plus spare parts

- Regular service inspections
- Reduced labor rate for pre-scheduled inspections and spare parts service
- 10% Discount on spare parts



PM plus consumables

- Regular service inspections
- Reduced labor rate for pre-scheduled inspections and service
- Volume discount on consumables (AFM Media and ECM Electrolyte) based on a predetermined replenishment schedule



Preventive Maintenance PM

- Regular service inspections
- Reduced labor rate for pre-scheduled inspections

Extrude Hone's flexible Customer Care Programs enable you to decide for yourself how much coverage you need. Let us customize a solution to meet your unique needs.

www.extrudehone.com



Extrude Hone Customer Care Programs

- The Extrude Hone **Full Circle** Program offers additional unique incentives over other plans. These incentives include: an additional year of warranty coverage for new equipment, tooling discounts, feasibility studies, and more.
- All Extrude Hone Customer Care Programs offer a selection of options designed to meet the needs of a full spectrum of equipment end users, allowing you to choose from a selection of programs with varying degrees of preventive maintenance investment.
- All Extrude Hone programs include scheduled visits by one of our experienced service technicians along with reduced labor rates. Additional spare parts and consumables plans can be added.
- With our Customer Care Programs, you reduce the risk of larger, unplanned costs associated with machine repairs by enrolling in regular scheduled preventive maintenance visits.

***Increase both the productivity and useful life
of your Extrude Hone equipment while maximizing the
overall return on your investment.***

***Enroll in one of
Extrude Hone's Customer Care Programs today!***



Extrude Hone
1 Industry Boulevard
Irwin, Pennsylvania 15642
USA

800-367-1109 • 724-863-5900

www.extrudehone.com