

FAGOR Remote Support Program

Did you know that a Fagor Automation engineer can remotely connect to your CNC controller and assist in 'machine-down' issue diagnostics, troubleshooting a tooling problem, or even provide programming assistance? This service is free during your system's warranty¹ period, and is now available for a fee (one-time or annual programs are available), for the life of your Fagor CNC Controller.



We're so confident that our engineer can resolve your issues remotely, that we'll give you a 20% discount on any subsequent and required onsite service rates if we can't fix it remotely.²

Post Warranty Remote Support Pricing

One-Time Only Agreement

There will be a connection fee of \$100 CAD, which includes one hour of service/support. Each additional hour will be billed at \$60 CAD...there is a 2-hour minimum.

Ongoing/Annual Agreement

There will be a monthly recurring payment of \$80 CAD for a single machine, \$130 CAD for 2 machines, \$180 CAD for 3 machines, or \$220 CAD for 4 machines, at a single site (for more than 4 machines at a single site, please contact Fagor service for Special Pricing). This will include 2 support sessions per month, per machine, with a maximum of 4 hours support, per session. Additional hours of support will be billed at \$60 CAD. All software updates and upgrades (where possible) will be free for any machine(s) under an annual remote service agreement. Sessions are non-transferrable to other machines...support is tied to the registered serial number(s).

Contact: Fagor Service Department
Phone: (905) 670 7448
Email: service@fagorautomation.on.ca

Request Fagor Remote Support

Company Name: _____

Primary Site Address: _____

Fagor CNC Controller: 8060 8065 8070

Machine Type: Mill Lathe VMC Other

Programming: G-Code Conversational

Number of Machines under Agreement: _____

Duration of Agreement: One-Time Only

Ongoing/Annual Agreement

Payment Method: Fagor Account Terms

Credit Card: VISA MasterCard

Contact Person: _____

Phone: _____

Email: _____

¹ Warranty period for domestically purchased CNC systems is 2 years from registration date. Warranty for imported machines is 1 year from completion of the install.

² Requires current enrollment in an online service agreement. Normal service rate pricing will apply, to obtain 20% discount. No other discounts will apply. Discount applies to labor hours only. Travel hours will be billed accordingly, without discount. Travel expenses, hotel accommodations, rental car, etc. will be billed at actual costs.