

Newfangled Solutions Helpdesk

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Where do I go for support?

Imported User 6 - 2019-04-29 - in General

In general, we expect the users of Mach3/Mach4 to be familiar with the information contained within the product manuals. This is true in any of the following situations. The way in which the Mach3/Mach4 license was purchased will dictate the next step should the manuals not be sufficient.

- If Mach3/Mach4 was included as part of a machine purchase: The machine seller or manufacturer should be contacted. They are familiar with the software-hardware system and configuration and would be the authoritative source on settings, (pin settings, motor tuning values, etc.) troubleshooting, and replacement components.
- If the Mach3/Mach4 license was purchased from a distributor: As with the OEMs, we have agreements in place with some distributors whereby they have agreed to be responsible for Mach-related support for their customers. If the license was purchased from one of these distributors, they should be contacted for any support issues.
- Otherwise, first come – first served email support: Aside from the manuals, we also have tutorial videos available and we highly recommend utilizing our forum (where many questions have already been asked and answered). If there is a question or issue that has not been addressed elsewhere, our tech support can be contacted via the ‘contact us’ form on the website. Since a license for the software should not be purchased until after the machine is successfully running in Demo mode, purchasing a license for the software does not carry an entitlement to support other than the freely available resources mentioned. Support by email is offered to all, whether or not a license has been purchased.
- Phone Support: We will be offering versions of Mach4 that will include phone support. We do not offer phone support for Mach3 or Mach4 Hobby. We have many distributors and OEM’s throughout the world that offer phone support services when you purchase their packages. If you need this level of support, you are encouraged to purchase our software from an OEM or distributor that provides this service. Our license prices are based on limited email support. This is a primary reason we have a large OEM and distributor network that offers a full range of services and we can offer Mach3 and Mach4 Hobby at such a low price.