

Support and Service Policies

MachMotion has always made customer support a top priority. Here is a list of our free support and paid service policies.

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Free Support Policy



Free Support Policy

MachMotion strives for two things: excellent products and stellar support!

All of our retrofit solutions are designed to work well and be easy to install. We believe in our entire product line and stand behind it. Part of that guarantee is offering free tech support for the life of the control to the original owner.

Free Support

- Guidance through the install.
- Software checks.
- Electrical and mechanical troubleshooting assistance.
- Guaranteed 4-hour response time.
- Requests are taken on a first-come, first-serve basis.

Please Note: Issues are solved on a step-by-step basis. So, as a support tool, expect to be given direction with the use of email and documentation one step at a time. This is to help us manage our high volume of support calls.

Paid Service

If you desire more hands-on help or if you want to limit your down time, you may prefer one of our paid service options. Or, if you are recovering from a non-warranty control failure or you want your programming customized, these are not covered under free support. Please see our Paid Service Options for more info.

Paid Service Options



Paid Service Options

While we are always here to help you with your retrofit solution, these situations fall outside of our free support policy:

- **Re-configuration after control failure or blown electrical enclosure.**
 - These situations require reprogramming and engineering costs.
- **On-demand troubleshooting.**
 - Because of our high call volume, we deal with troubleshooting issues in a step-by-step manner, sometimes taking several hours or days to complete. Urgent matters fall out of what we consider “free” support.
- **Customization to software programming.**
 - In-depth product customization is done by our software development team and is not covered in support.
- **Non-MachMotion hardware troubleshooting.**
 - We can occasionally point you in the right direction, but troubleshooting non-MachMotion hardware is not covered under our free support policy.

If you desire more hands-on help or if you want to limit your down time, you may prefer one of our paid service options:

A La Carte Options

- Focused Set-up/Customer Training for \$135/hour.
- Focused “Troubleshooting Help” for \$155/hour.
- Focused Developer help (grinder/custom control) for \$185/hr
- Product Customization (under an hour) for \$100.
- Paid on-site options are also available.

Yearly Service Packages

- Choose from different levels to fit your company’s needs.
- Guaranteed 1 hour (or less) response time.
- On-demand troubleshooting included - we’ll stick with you until the problem is solved!
- Quick access to our development team at the gold level.

Bronze Service Plan (OEM/Re-builder Support)



Bronze Service Plan

(OEM / Rebuilder Support)

MachMotion is committed to building and sustaining effective relationships with OEM's and machine rebuilders. In an effort to offer affordable solutions that benefit both MachMotion and our partner companies, we will adhere to the following guidelines when offering support and products to OEM's and rebuilders.

Support

1. OEM's/Rebuilders will be given priority support when contacting MachMotion. Which includes a 1 hour call back time.
2. It is the responsibility of the OEM/Rebuilder to provide front line support to their customers.
3. When facilitated by the OEM/Rebuilder, MachMotion is available to login to the control to assess if the software and provided electrical components are working as designed.
4. Once it is determined that all MachMotion software is working properly, it is the responsibility of the OEM to troubleshoot and resolve any setup, electrical and mechanical issues with the machine.

Other OEM/Rebuilder Support Situations

1. If there is a possibility that electrical or software customization is required for a machine kit, it is the responsibility of the OEM/Rebuilder to notify MachMotion before the sale.
2. It is the responsibility of the OEM/rebuilder to understand and support non-Machmotion machine components. Any assistance required from MachMotion to setup or calibrate these components will be subject to service rates.
3. If the OEM/Rebuilder determines that utilizing MachMotion for on-demand support is the best solution to resolve an issue (setup, electrical or mechanical), this will be subject to service rates that will be billed to the OEM/Rebuilder.
4. If an OEM/Rebuilder wants to defer all support matters to MachMotion, those support costs will be passed to the end user. Customers can subscribe yearly or pay hourly for support.

Silver Service Plan



Silver Service Plan

MachMotion's service plans are a yearly subscription based option designed to limit your down time and expedite the support process. Rather than *guide* you through your issue while juggling all our support calls, we'll give you focused attention from one of our support techs.

- **1-hour response time to make an initial evaluation.**
- **2-hour call back guarantee from a level 2 support technician.**
- **Focused troubleshooting help from our support team to expedite the resolution of your issue.**
- **Excludes controls with custom programming.**
- **Support available 8:00 AM to 5:00 PM CST.**
- **Control must have a reliable internet connection to ensure MachMotion techs have ability to quickly diagnose issues.**
- **\$2,000/year annual subscription fee per control.**
- **15 hour max per yearly subscription.**
- **Additional support time available for \$135/hr.**

*Additional options also available for on-site visits and extended support hours.

*All grinder controls and custom machines must purchase Gold Service Plan.

Gold Service Plan



Gold Service Plan

MachMotion's service plans are a yearly subscription based option designed to limit your down time and expedite the support process. Rather than *guide* you through your issue while juggling all our support calls, we'll give you focused attention from one of our support techs.

- **15-minute response time to make an initial evaluation.**
- **1-hour call back guarantee from a level 2 support technician.**
- **2-hour call back guarantee from our software development team (when needed).**
- **Focused troubleshooting help from our support team to expedite the resolution of your issue.**
- **Extended support hours (available until 7:00 PM CST).**
- **Control must have reliable internet connection to ensure MachMotion techs have ability to quickly diagnose issues.**
- **Gold service is required for grinder controls.**
- **\$4,000/year annual subscription fee per control.**

*Additional options also available for on-site visits and extended AM and weekend support hours.

On-Site Service Rates

See attachment to the left for MachMotion's on-site service policy and rates.