



Haas Automation, Inc.
@ Your Service.



**A simple focus:
Best Practices Everywhere.**



Haas Automation, Inc. | 800-331-6746 | www.HaasCNC.com

Haas Factory Outlet Customer Service

The Haas Difference

- Local service provided through our HFO network means no waiting for service technicians to fly out at your expense, often taking days to arrive.
- Localized attention to your specific needs: More than \$30 million in local parts inventories (U.S.), coupled with our factory part-exchange policy, means same-day replacement on most parts.
- In those rare instances when a part is not locally available, we provide better than 99% same-day factory shipping of service parts orders.
- Better than 90% "First Call Completion" to get your machine up and running. This is accomplished with more than 200 locally dispatched and fully stocked service vans, local parts inventories and same-day parts exchange.
- Factory-certified technicians are dedicated exclusively to servicing Haas equipment. Every service technician is recertified annually and required to participate in ongoing training via our online training courses.
- Reasonably priced replacement parts. For example, a replacement monitor for a competitor's machine can cost more than \$3,000; it costs only about \$1,200 to replace a Haas LCD monitor.





A Network of Dedicated Outlets

Haas provides an unrivaled advantage for our customers when it comes to engineering and manufacturing: the best cost-to-performance machine tools anywhere. But what completes the package is the industry's best customer service. The worldwide network of Haas Factory Outlets (HFOs) provides Haas customers with a level of professionalism not seen before in this industry.

All HFO personnel meet standards set by the Haas factory. The HFO model provides a professional sales staff whose focus is helping you find the Haas machine that best fits your needs. Every HFO also has dedicated applications engineers – factory-trained professionals who know how to help you streamline your manufacturing processes. Additionally, every Haas distributor fields a complete and dedicated service department. HFO service professionals – certified, knowledgeable, courteous – arrive in fully outfitted, well-stocked vehicles. The Haas "Platinum One-Call" service goal is to successfully repair your machine the first time out more than 90% of the time.

Our network of Haas Factory Outlets combines the convenience and security of a local dealer with the strengths of an international organization. Every HFO facility, and every person who works there, is dedicated to helping our customers succeed. We believe this local presence is the best way to provide our customers with superior sales, service and applications assistance – all part of the total commitment that makes Haas the best value in the machine tool industry.

l o c a l i z e d

- Localized attention to your specific needs: More than \$30 million in local parts inventories (U.S.), coupled with our factory part-exchange policy, means same-day replacement on most parts.



s e r v i c e

- Factory-certified technicians are dedicated exclusively to servicing Haas equipment. Every service technician is recertified annually and required to participate in ongoing training via our online training courses.

Service That's Second To None

CERTIFIED TECHNICIANS

Each Haas distributor fields a fully staffed service department with factory-trained personnel. Haas owners receive state-of-the-art service through a worldwide network of distributors.

ON-SHELF PARTS AVAILABILITY

All Haas distributors stock an extensive inventory of service and maintenance parts for quick access. In addition, the California headquarters will ship a needed replacement part to the HFO the same day it's ordered – 99% of the time.

HAAS PLATINUM ONE-CALL SERVICE

Our Platinum One-Call policy provides expert service and a dependable, immediate response to keep your machines running. Through our worldwide network of Haas Factory Outlets, we've built an elite crew of service technicians who focus exclusively on Haas machines.

NEW MACHINE INSTALLATION

New Haas machines are always installed by an authorized Haas distributor at no extra charge.

PARTS EXCHANGE PROGRAM

Haas Automation offers a core-rebate program that covers most major parts and components. In most cases, Haas will refund a portion of the cost for a new part once the old part has been returned. Additionally, Haas believes that reasonably priced replacement parts are a big part of a machine's overall true value.



One Call Is All It Takes

At Haas, we know that the only way you make money is by making chips, and that means keeping your Haas equipment running in top condition. Our Platinum One-Call policy provides expert service and a dependable, immediate response to keep you making chips. Through our worldwide network of Haas Factory Outlets, we've built an elite crew of factory-trained and certified service technicians who focus exclusively on Haas machines. Arriving in fully stocked Haas service vans, our technicians will successfully repair your machine the first time out more than 90% of the time.

The Platinum One-Call Service Difference

- 24-hour / 7-day service
- Fully stocked service vans
- Inside technical support and coordination
- Factory-certified service technicians
- Toll-free technical support
- Preventive maintenance programs
- Applications skill training
- Full turnkey service (most locations)
- On-shelf replacement parts availability



m o b i l i t y

- Better than 90% "First Call Completion" to get your machine up and running. This is accomplished with more than 200 locally dispatched and fully stocked service vans, local parts inventories and same-day parts exchange.



Fair Spares – The Haas Way

Our Honest Service Value policy means reasonably priced replacement parts and labor charges across the entire network. Take a look at the examples below. We believe in transparency and honesty in pricing. Haas service charges are set fairly – exactly the way we'd like to be treated by our suppliers. Compare these examples with any other machine tool company, and you'll see why Haas is the best value for CNC technology available today.

PART NAME	PART NUMBER	INSTALLED PRICE
Axis Amplifier	93-5550C	\$795.
Spindle	93-30-0319A	\$3,295.
Gearbox	93-30-9994	\$2,995.
Ballscrew, Y Axis	24-0023	\$1,295.
Keypad	61-0201	\$495.
LCD Screen	93-1129A	\$1,195.
Vector Drive	93-69-1000	\$1,995.
Processor	93-1010F	\$2,495.
Coolant Pump	93-30-0125	\$795.

Note: Example parts & labor prices are for a 2005 VF-2 VMC with standard configuration. The installed price is for machines within 100 miles of their HFO. Extra travel-time charges may apply. Some installed prices require a core exchange and freight charges. Some parts may be factory-rebuilt. This pricing is valid at the time of publishing only.

i n v e n t o r y

- More than \$30 million in local parts inventories (U.S.), coupled with our factory part-exchange policy, means same-day replacement on most parts. And, in those rare instances when a part is not locally available, we provide better than 99% same-day factory shipping of service-parts orders.





MACHINING ABOVE 10,000 RPM REQUIRES BALANCED TOOLING OF GRADE G2.5 OR BETTER (ANSI S2.19).

m a i n t e n a n c e

- Each Haas distributor fields a fully staffed service department with factory-trained personnel. Haas owners receive state-of-the-art service through a worldwide network of distributors.

Preventive Maintenance

Platinum Total Care System

You have the oil in your car changed on a regular basis, right? While you're at it, you might as well rotate the tires and have the brakes, belts and hoses checked for signs of wear. Good idea, right?

The same thing goes for your Haas machine tool. You can dramatically extend the life of your Haas machine by detecting problems before costly damage occurs. Have a factory-certified Haas Service Technician keep your machines in top working order so that you can do what you do best – make money!

- Preventive maintenance performed by HFO factory-certified service technicians
- Flexible programs offer the coverage you need
- A logical investment that will pay for itself
- Technicians arrive with the tools and parts to get the job done the first time
- Keeps your Haas machine well adjusted and operating in top condition
- Helps keep the inner workings of your Haas machine clean, well lubricated and in good working condition
- Helps identify potential problems with your Haas machine before they develop into large problems, causing downtime



More Preventive Maintenance on the next page.

EC
1600
OHP 2-SPEED



**Haas
Factory
Outlet**

m a i n t e n a n c e

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Preventive Maintenance



Typical PM Procedures

Coolant System

- Remove/check pump and motor

Way Lube System

- Inspect filters
- Inspect lines and fittings
- Check operation
- Verify lube/pump operation

Air System

- Inspect filters
- Check pressure/adjust regulator
- Inspect system for leaks

Electrical System

- Clean electrical cabinet
- Check voltages
- Inspect connections/terminals
- Replace tool-change relays
- Inspect electrical-ground connections
- Replace or clean fan filter
- Check limit switches/safety locks
- Inspect motor brushes, remove dust*

Mechanical System

- Check machine level
- Verify spindle sweep
- Check gear-shift operation*
- Check spindle lube and air blast
- Check spindle-orientation alignment
- Check shot-pin operation*
- Change gearbox oil
- Inspect drive belts
- Inspect and adjust tool-changer system
- Inspect spindle-taper condition
- Inspect way covers and wipers
- Check drawbar height
- Inspect rigid-tap encoder operation*
- Check tool-change operation
- Clean/lubricate tool changer
- Inspect counterbalance system
- Inspect lines, hoses & cables

Lathes Only

- Verify turret/spindle alignment
- * If applicable; additional charges may apply.*

Special PM Diagnostics

- **Ball bar calibration** – Used as a diagnostic tool, the ball bar tests and verifies the positioning accuracy and repeatability of your machine tool.



- **Vibration analyzer** – Measures and records machine vibration characteristics within the drive system.

Verifies machine vibration against established criteria. Isolates potential problems while still manageable.

Use as a benchmark for future vibration tests to plot machine wear over time.



Preventive Maintenance programs can be purchased from your local HFO. Call for details. See back cover to find the dealer location nearest you.

North American Network of Haas Factory Outlets

Birmingham, AL 336-665-1080
Little Rock, AR 501-562-8040
Phoenix, AZ 480-968-5877
Anaheim, CA 888-422-7687
San Diego, CA 858-635-3770
Torrance, CA 310-381-0750
Union City, CA 888-735-9290
Denver, CO 303-571-4933
Hartford, CT 888-622-4857
Tampa, FL 877-504-7208
Palm Beach, FL 877-504-7208
Atlanta, GA 678-297-9666
Cedar Rapids, IA 319-632-4294
Boise, ID 800-733-0327
Chicago, IL 847-593-8993
Indianapolis, IN 317-821-9872
Ft. Wayne, IN 260-445-1008
Kansas City, KS 913-768-4227
Lafayette, LA 800-448-2084

Flat Rock, MI 734-379-7788
Auburn Hills, MI 248-476-8787
Grand Rapids, MI 616-453-4050
Minneapolis, MN 763-742-1263
St. Louis, MO 314-567-4227
Jackson, MS 601-605-1555
Helena, MT 800-733-0327
Greensboro, NC 336-665-1080
Omaha, NE 402-758-9143
Manchester, NH 888-622-4857
Allendale, NJ 800-972-9401
Albuquerque, NM 303-571-4933
Rochester, NY 585-641-4227
Long Island, NY 800-972-9401
Cincinnati, OH 800-874-0160
Cleveland, OH 800-833-0246
Tulsa, OK 866-422-7262
Portland, OR 888-958-4227
Philadelphia, PA 215-245-5500

Pittsburgh, PA 800-358-6959
Simpsonville, SC 864-228-6760
Nashville, TN 615-599-5959
Dallas, TX 972-231-2802
Austin, TX 512-312-1120
Houston, TX 281-355-9220
Salt Lake City, UT 801-886-2221
Seattle, WA 253-850-8924
Milwaukee, WI 262-373-5050

CANADA

Calgary, AB 403-720-9449
Edmonton, AB 780-431-3401
Vancouver, BC 604-276-2131
Winnipeg, MB 204-925-9308
Toronto, ON 416-255-3503
Windsor, ON 519-966-4880
Montreal, QC 514-337-3101

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Call us toll-free: 800-331-6746

If addressee not present, please deliver to the machine shop.



Prices & specifications subject to change without notice. We do our best to be as accurate as possible; however, we are not responsible for incorrect or omitted information. A complete, full-color brochure with specifications and dimensions is available for all Haas products – contact Haas or your Haas distributor.