

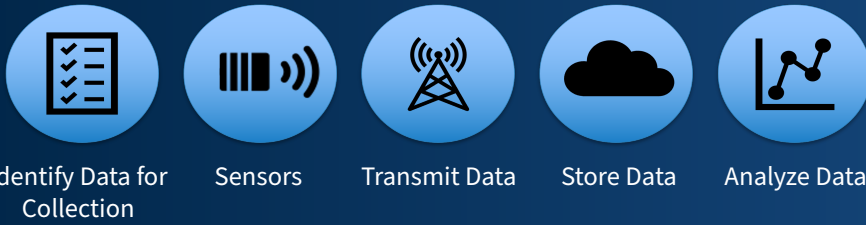
### Increase the Productivity and Profitability of Your MTI Machine

MTI understands that your friction welding machine is a critical part of the production process, and we can make sure you're getting the most out of your investment. Our new MTInterface SLA packages are a comprehensive offering that help your team better understand machine performance

and monitor conditions that indicate availability, productivity, and quality. Machine data is collected and displayed on a dashboard for real-time updates while our service experts also review the data and provide monthly recommendations to improve machine uptime.

### How it Works

Data collection is where it all begins. Machine data is collected through sensors and transmitted securely through new hardware that communicates directly between the machine and MTI's data system.

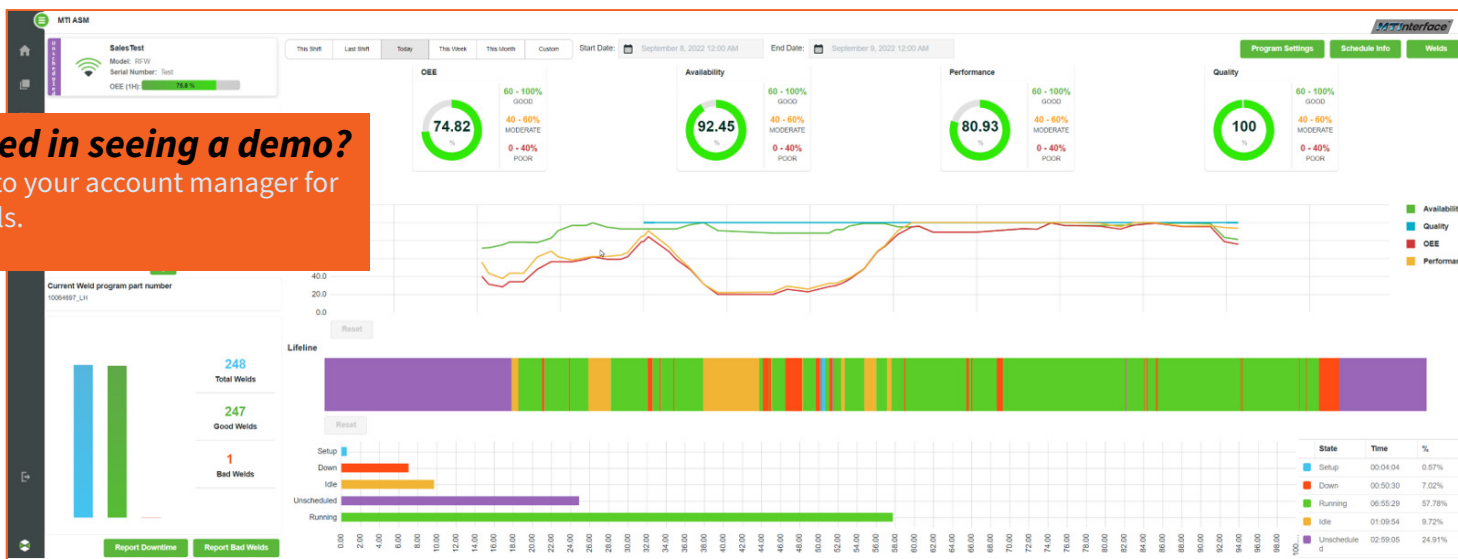


#### Did You Know?

Rotary friction welding machines model year 2023 or newer already have the hardware and software to support MTInterface. If your friction welder was built before 2023, reach out to us at [service@mtiwelding.com](mailto:service@mtiwelding.com) to learn what upgrades may be needed.

Machine data is displayed in a user-friendly dashboard for real-time monitoring and can be accessed from any location or authorized device including computers, mobile phones, and tablets. Push alerts can also be enabled so key personnel are notified of issues as they occur.

**Interested in seeing a demo?**  
Reach out to your account manager for more details.



With an MTInterface subscription, you also have priority access to an MTI Support Engineer who will respond to you within four business hours. They also analyze data trends for your machine and make recommendations for improving uptime. Specifically, you'll receive these valuable insights every month:

- A machine condition alert summary including the top five downtime events, total downtime, approximate downtime cost, and average cycle time
- A downtime summary with potential root cause analysis
- Uptime recommendations summary along with an ROI analysis for implementation

### REAL-TIME MONITORING

The MTInterface system offers real-time monitoring, enabling identification of potential issues during the production cycle (not after) leading to reductions in waste, avoiding equipment deterioration due to overloads, and preventing unwanted stoppages on the production line.

### VIRTUAL SERVICE SUPPORT

The MTInterface system also includes remote support from MTI. Instead of having to wait for a technician to get onsite and troubleshoot, our virtual service support capabilities can significantly reduce the amount of time needed to get a machine back up and running.

### PRIORITY SUPPORT

With an MTInterface system subscription, you have access to priority service that starts with an MTI Support Engineer reaching out to you within four hours\* to begin the support process. This priority service model is available through our service package subscriptions.

\* Response time based on standard working day and excludes public holidays

### OPTIONAL ADD-ONS

MTI offers the option to combine the MTInterface system with customer factory Industrial Internet of Things (IIOT). We can also implement a condition-based management system, sequence cycle time monitoring, in-line part measurement or part traceability.

# The Right Package For Your Facility

## MTInterface Packages At-A-Glance

BRONZE	SILVER	GOLD
Full machine Performance and Condition Monitoring system connection	Full machine Performance and Condition Monitoring system connection	Full machine Performance and Condition Monitoring system connection
12 Monthly Service Reports	12 Monthly Service Reports	12 Monthly Service Reports
1 Two-Day Onsite Visit, Excluding Travel Expenses Billed at Cost + 10%	2 Two-Day Onsite Visits, Excluding Travel Expenses Billed at Cost	3 Two-Day Onsite Visits, Excluding Travel Expenses Billed at Cost
12 Hours Remote Service	50 Hours Support (Remote or Onsite)	100 Hours Support (Remote or Onsite)
Help Desk Priority Support	Help Desk Priority Support	Help Desk Priority Support
Discounted Hourly Service Rate of \$180	Discounted Hourly Service Rate of \$160	Discounted Hourly Service Rate of \$150
5% Discount on Spare Parts	5% Discount on Spare Parts	10% Discount on Spare Parts
Optional Customer OEE Integration at Additional Cost	Optional Customer OEE Integration at Additional Cost	Optional Customer OEE Integration at Additional Cost

Service packages can be offered as a monthly or annual fee – whichever works best for your organization. Please reach out to your account manager at MTI for more information.

### CONTACT MTI SERVICE

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### WORLDWIDE SERVICE & SUPPORT

Peace of mind is complete confidence, knowing you have the finest machine in the world, backed by the finest support at all times. It's knowing that obstacles to keeping your machine operating at optimal performance will be met with a quick, sure-handed response.

[MTIwelding.com](http://MTIwelding.com)

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