



Global Service & Support Packages



“ We offer a full portfolio of service packages designed to keep your friction welding equipment performing at its best. From Preventive Maintenance to Remote Assistance, our service offerings help reduce downtime, extend machine life, and stay ahead of evolving technology. ”

PREVENTIVE MAINTENANCE PACKAGE (PMP)

Properly maintained equipment lasts longer and costs less to operate. Our PMP tailored to meet your needs **reduces unexpected downtimes**, keeps your **machine running at an optimum performance level**, and is upgradeable at any time.

Our three basic PMP offerings

Bronze

Silver

Gold

Will get you started with preventative care

- Quick Response
- Remote Assistance
- Inspect & Repair
- Scheduled Visits
- Oil Sampling
- Discounted Parts & Service
- System Health Report

24-Hour Response Commitment

Our standard is to provide prompt communication and, whenever possible, deliver a quote for parts or service within 24-hours.

Package Specifics

Bronze Package

- 2 on-site visits.
- Discounted parts & service.
- 2 hours of Remote Access (MRA).
- Complete walk-around inspection.
- All filters changed depending on running hours and oil analysis.
- Check all manual/automatic operational functions and positions.
- Check machine guarding, safety circuit, and any safety deficiencies.
- A complete health report of findings, corrections, and recommendations is included.

Silver Package *(Includes Bronze package plus)*

- 1 additional on-site visit.
- 3 additional hours of Remote Access (MRA).
- Check hydraulic manual pressure settings per print.
- Evaluate machine, weld, and fault logs to determine if any malfunctions exist.

Gold Package *(Includes Silver and Bronze packages plus)*

- 5 additional hours of Remote Access (MRA).
- Evaluate weld program settings, suggest possible improvements.
- Check machine way flatness and parallelism adequacies.
- Check spindle nose run-out.
- Check spindle-to-fixture alignment relationship.
- Check spindle acceleration and deceleration time, adjust if needed. Benchmark for future comparisons.

Corrective action may require laser alignment; determined at scheduled visit. Gold/Silver/Bronze packages do not include transportation & lodging.



REMOTE ACCESS PACKAGE (MRA)

With our Remote Access Package, you don't have to wait for a technician to arrive on site. Using **augmented reality tools** like HoloLens and Vuforia Chalk™, our engineers can securely connect to your machine to view files, analyze weld, test cycle, and fault logic data in real time. We can even make MLC programming updates live, helping you resolve issues faster and minimize downtime.

Support Covers

- Remote Service
- AR-Enabled Support Devices/Software
- Mechanical Engineering
- Documentation Replication

WINDOWS UPGRADE PACKAGES

Keep your friction welding machine secure, supported, and running at peak performance with our Windows upgrade options.

Benefits of upgrading today:

- Enhanced system stability and performance.
- Latest security updates and software compatibility.
- Simplified troubleshooting and support.
- Access to modern tools and AR-powered support.
- Support future expansion and evolving technology.

ADDITIONAL SERVICES

Beyond our core service packages, we offer a range of additional solutions designed to keep your friction welding equipment operating at its best. We also offer **custom training packages** tailored to your team's needs—whether it's operator training, maintenance guidance, or advanced troubleshooting.

Contact us to discuss your specific requirements and explore how our services can support your operation.

Machine Alignment Services

A correctly leveled machine base will go a long way towards reducing scrap and improving SPC numbers. Our certified technicians will help you do that using Faro Laser Tracker and Hamar Laser® measurement systems.

Component Calibration Services

As the Original Equipment Manufacturer (OEM) of your friction welder, we have the know-how to perform on-site calibration that will meet your equipment and process requirements.

Machine Reinstallation Services

Our 90+ years of experience in manufacturing settings make us the ideal candidate for safely, efficiently and strategically coordinating the move of your equipment.

Machine Refurbishment Services

We can help transform your outdated and underperforming friction welder into a contemporary and efficient machine once again – all for the fraction of the price of a new friction welder.

Don't see the right package? We can create a custom package tailored to your operation.

Worldwide Service & Support

Our global service network spans four continents, ensuring technical support is always within reach. From routine maintenance to critical repairs, we deliver the expertise you need.

Contact us at service@mtiwelding.com

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