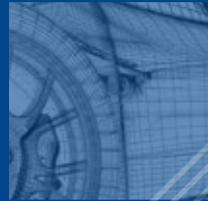




Engineering Technology Group

Making Engineers Champions...



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A NEW KIND OF THINKING IN MACHINE TOOLS

Engineering Technology Group (ETG) brings together the strengths of the world's most advanced manufacturers of high technology machine tools, automation and workholding systems to deliver highly productive metal cutting solutions.

Established around a long-standing relationship with Chiron Werke, Nakamura Tome, bavius, Stama, Hardinge Bridgeport, Quaser along with other world-class leaders joining the portfolio. ETG is a single source machine tool and **turnkey solutions provider**.

ETG brings a new way of thinking to the high technology machine tool market by providing in-depth support and applying insight, experience and expertise. ETG aims to get the maximum benefit from advanced manufacturing technologies for its clients.

Our commitment is to offer the same exceptional levels of customer service, in-depth product knowledge and factory trained support teams as well as on-going service and support, all delivered to the highest standards as expected, from our renowned associates.

ETG is your partner; supporting your business at every stage, dedicated to making engineers champions.

Machine Tool Associates:

The logo for Chiron, featuring the word "chiron" in a bold, lowercase, sans-serif font with a red underline.The logo for Nakamura-Tome, featuring a green gear icon with "NT" inside, followed by the text "Nakamura-Tome" in a bold, sans-serif font.The logo for Bridgeport Hardinge, featuring the word "Bridgeport" in a red, italicized serif font above a blue "H" icon and the word "HARDINGE" in a blue, bold, sans-serif font.The logo for Quaser, featuring the word "QUASER" in white, bold, uppercase letters on a red background, with the tagline "we cut faster" in white lowercase letters on a black background below it.The logo for Stama, featuring three vertical bars in pink, purple, and blue to the left of the word "STAMA" in a bold, black, sans-serif font.The logo for Bavius, featuring the word "bavius" in white lowercase letters on a dark grey, trapezoidal background with an orange and black border.The logo for Pietro Carnaghi Machine Tools, featuring the name "PIETRO CARNAGHI" in green, bold, uppercase letters above the words "Machine Tools" in a smaller, black, sans-serif font.The logo for Scherer Feinbau, featuring the word "SCHERER" in bold, black, uppercase letters above a blue rounded rectangle containing the word "FEINBAU" in white, bold, uppercase letters.

THE TURNKEY SOLUTION PROVIDER



EVALUATE

We assess all variables during an evaluation including process requirements, machine specification to workpiece and workholding. ETG utilises its vast experience to deliver the best manufacturing solution, increasing productivity and profitability.



DESIGN

ETG will design and implement a machining process that will allow you to work faster, more efficiently and at a lower cost. Creating a process strategy which considers clamping positions/axes, machine-tool compatibility, process tooling, loading, automation and more.



CAPABILITY

ETG will realise a complete turnkey solution to best match your production requirements, with enhanced cycle times and increased component quality. This capability will be achieved through tool-selection, automation, software, CNC programming, collision checking, measuring and prototype testing.



IMPLEMENTATION

Once ETG has fully tested the turnkey concept in-depth, it will implement and deliver the CNC operational cell, on schedule and to budget. Training will be delivered on-site or at one of our regionally located Technical Academies.



AFTERCARE

Once your Turnkey Solution has been delivered, ETG will remain your trusted partner. Delivering comprehensive aftercare, including service and maintenance, by our large team of skilled service engineers. All assured with in-house stocked OEM spare parts, keeping your machines running smoothly and efficiently.

ETG'S STRUCTURE

ETG is structured into four divisions; UK Headquarters, Ireland, Workholding and Technical Academies. Each has a clear objective, but all ensure the end user achieves the correct and appropriate response and service.

Business activities are currently conducted in the United Kingdom and Ireland. UK Operations are based at its Headquarters in Wellesbourne, Warwickshire and the whole of Ireland is serviced from Newbridge, Co. Kildare.

Numerous Technical Academies are currently based in the Midlands, but more will be rolled out across the United Kingdom and Ireland.



Headquarters - Operations

The group headquarters embraces the operations division; engineering team, field sales and marketing activities, technical, pre-sales and internal sales support, spares, applications, project management and pre-delivery inspection, goods inward and despatch.



ETG - Ireland

ETG - Ireland replicate all of the services of the group, offering machine sales, service, technical support and all aspects of training. Serving both the Republic and Northern Ireland from our facilities in Newbridge, Co. Kildare.



Workholding

The Workholding Division has its own in-house CAD team, designing and creating bespoke and standard workholding. The manufacture, prototype testing and measurement of workholding are also all completed at its Coventry production facility.

ETG clients are also supported by a dedicated on-line shop; (hyfore.shop) which stocks 70,000+ standard products, from collets to renowned fixtures and clamping brands.



Technical Academies

Technical Academies are strategically placed nationwide, offering the very best in engineering education and up-skilling in CNC training. Courses are delivered by our trusted partner In-Comm who are rated Ofsted 'Outstanding' being integral in fulfilling our ambition of closing the UK engineering skills gap.



HEADQUARTERS

- Engineering
- Sales & Marketing
- Goods Inward
- Pre-Delivery Inspection
- Technical Applications
- Spares
- Service & Aftercare

ETG's Operations Division is based at its new 17,500 sq.ft. facility located at Wellesbourne, Warwickshire.

The Operations Division has extensive and proven expertise in turnkey engineering and automation, offering industry experience and capability from one source. Including engineering and management skills, encompassing programming, logistics, systems integration and project management necessary to analyse, design and install a solution, to create the most appropriate response.

The Operations Division take total care of machine preparation prior to customer delivery. This dedicated team are ready for any challenge, be it a "direct from stock" standard machine, through to a complex bespoke turnkey solution, encompassing design, technical applications such as automation, engineering process and cycle-time testing through to final acceptance.

With ETG's servicing and spare parts department also being based in-house you will be assured of the broadest range of machine tool spares and seamless technical support to the UK and Irish engineering communities.



Goods Inward

Machine tools from ETG's associates arrive from many locations around the world. ETG have a dedicated unloading and handling operation, once a machine has been PDI'd and is ready for despatch, the engineering teams then deliver to site and assist with installation and machine tool or turnkey solution set-up.



Pre-Delivery Inspection (PDI)

ETG has a dedicated PDI team which is integral to delivering a seamless installation. In effect, a newly installed machine is delivered as near to 'plug and go' as possible. Undertaking PDI's and pre-delivery engineering work reduces lead times and simplifies installations.



Technical Applications

Machine tool solutions require optional equipment, for example, bar feeds or automation. Working closely with its Technical Partners ETG install and test all relevant equipment, confirming faster machine delivery and ensuring the optimum in cycle-time, without having to rely upon a third party engineer to arrive from abroad.



Spares

ETG machine tool spares, stocks extensive inventories of machine tool spares and parts across all of the associate brands it represents, ensuring original manufacturer parts with rapid availability and delivery.



Service & Aftercare

Once a machine is installed, it's essential that it runs efficiently. Part of ETG's underlying philosophy is delivering machine lifetime support. With its dedicated service team, comprising of some twenty plus associate factory trained engineers, you will be assured of optimum production time.



ETG - IRELAND

ETG - Ireland brings a new perspective to machine tool supply and support.

ETG expanded its highly successful UK operations to cover all of Ireland in January 2014, bringing a refreshing new way of thinking to a traditional sector.

Representing all the leading brand names in global machine tools available within the group portfolio, coupled with an impressive software supply spearheaded by Mastercam & Cimco, training and support is delivered from its base in Newbridge, Co. Kildare with the support of the Groups operations including; PDI, 20+ dedicated service engineer team, service aftercare and spares.

Being the experts in applications engineering, CAD/CAM programming and project management means that ETG Ireland can deliver complex turnkey packages ready to go straight into production. This is combined with 24/7 support, training and preventative maintenance to keep customers operating at maximum productivity.



▲ The annual ETG Ireland Smart Factory Machining event



▲ Ireland's first showcase of Halter robotics and automation

Cost Effective, Hands On Software Training

One of the services offered by ETG is comprehensive software training based on its Mastercam expertise as well as ISO training for refresher courses for Fanuc, Seimens and Heidenhain programming systems.

The training school can accommodate up to six operators at any one time and is fully equipped with PCs. The facilities are unique for two reasons, not only can those on the course become acquainted with the turning, milling and mill-turn features of Mastercam software, but they can also put their newly learnt programming skills into live action via the machining centres.

In effect, a whole production workshop can be simulated across a typical two-day course, giving opportunities for those just beginning with a low knowledge base to others looking to upgrade their skill-set or wishing to undertake a refresher course.

Courses can be tailored to a specific need and ETG are happy to accommodate groups or individuals dependant on the requirement.





HYFORE WORKHOLDING

Hyfore Workholding is a leading supplier of Workholding and Machine Accessories offering a comprehensive range of standard products to Bespoke Fixtures.

Hyfore Workholding has the capacity and skills to manufacture a wide range of manual and automatic work-piece holding and handling systems for the manufacturing industry.

Getting The Most Out Of CNC Machines

Hyfore Workholding can assist its clients to realise significant savings in medium and high-volume CNC production using cost effective bespoke workholding systems that helps increase machine utilisation.

Hyfore Workholding specialises in the design and manufacture of high quality, bespoke workholding systems for metalcutting, welding and assembly applications.

Cost-Effective Bespoke Design

Hyfore Workholding's highly-qualified, specialist engineers are dedicated to provide complete solutions to customers' manufacturing requirements and offer complete turnkey solutions including:

- » Mechanical and electronic design utilising CAD/CAM 3D modelling. This capability gives us a clear advantage when viewing complex fixtures and tool cutter paths, in relation to the fixture design.
- » Quality testing and prove-out to agreed standards
- » Project management
- » After-sales service support
- » Simultaneous engineering contracts

Our Trusted Workholding Associates





TECHNICAL ACADEMIES

The Engineering Technology Group (ETG) has invested £6m into creating a network of Technical Academies located across the UK and Ireland.

Working in partnership with leading training provider In-Comm, we have developed 15 state-of-the-art facilities that will give companies and individuals access to world class training on the latest CNC machine tools and precision technology.

It is an employer-led response designed to meet the skills gap head on, a response that is also being backed by 14 technical partners, including:

- | | | | |
|--------------|-------------|-------------|----------|
| » Blum | » Formation | » Hyfore | » Nikken |
| » Bott | » Guhring | » In-Comm | » WNT |
| » Cimco | » Halter | » LNS | |
| » Filtermist | » Houghton | » Mastercam | |



Norton Technical Academy opened on 21st July 2017.

Each Technical Academy is located on the site of a strategic manufacturing partner and will offer upskilling opportunities, SME access to new technology and, in some centres, the full apprenticeship curriculum.

"We can't sit back and wait for the Government to sort out the skills gap... our Technical Academies are the first step in addressing this issue and will give employers the chance to shape the training to match their needs. It's time we made Engineers Champions!"

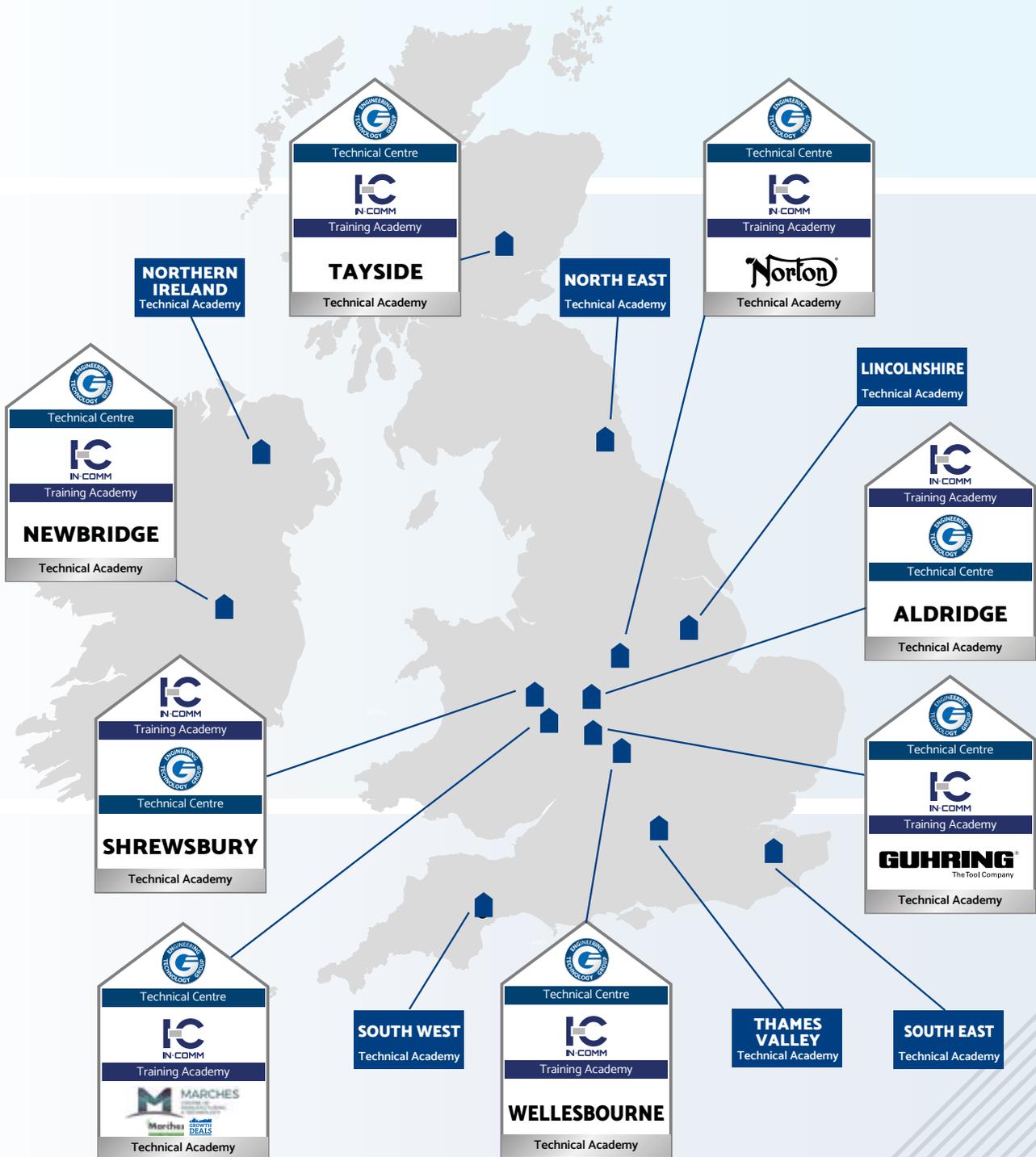
Martin Doyle, Managing Director of ETG

UK & IRELAND

There are 15 Technical Academies spanning the length and breadth of the UK and Ireland.

The initial tranche of centres were in Aldridge, Birmingham, Bridgnorth, Castle Donington, Newbridge in Ireland, Shrewsbury, Tayside and at our site in Wellesbourne.

These were quickly joined by a further seven locations in Lincolnshire, Northern Ireland, the North East, the South East, the South West and in the Thames Valley. In total, we now have 12,000 sq ft of dedicated, state-of-the-art training space.



INCLUSIVE SUPPORT FOR EXCLUSIVE BRANDS





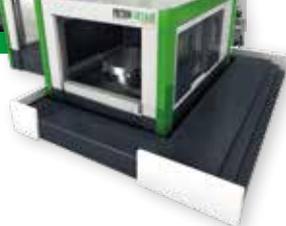
STAMA



bavius



PIETROCARNAGHI
Machine Tools



SCHERER
FEINBAU





chiron

The Chiron range of vertical machining centres offer exceptional productivity and a wide choice of 5-axis, twin-spindle, swivel head and two axis rotary table options.

The emphasis on high speed axis travels combined with accuracy, stability and reliability make Chiron machine tools highly suited to high volume applications, automated cells and turn-key installations where maximum productivity is a primary consideration.



▲ Client factory visit of Chiron head office, Tuttlingen, Germany



Nakamura-Tome

Nakamura has established a firm position as a world leader in the design and manufacture of single process multi-tasking mill turning machines, developing products by utilising innovative technologies fostered in mother machines such as high precision CNC lathes and machining centres.

Nakamura twin opposed spindle machines with multiple tool turrets or tool changers and high power driven tools give the flexibility and machining capability for the most complex mill turned components in a single set up.



▲ Nakamura-Tome Head Office, Kanazawa, Japan



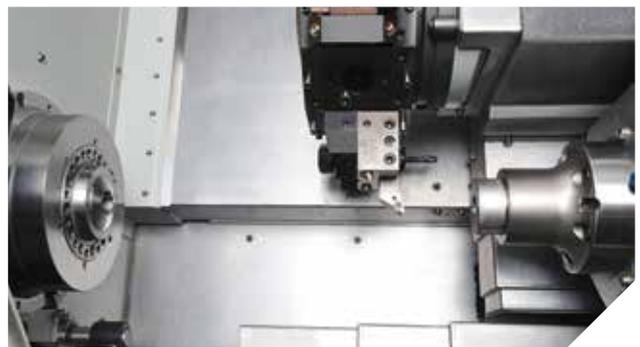
Bridgeport

HARDINGE

These two famous USA brands offer high value-for-money, reliable robust performance from entry level turning and milling machines to fully simultaneous 5-axis machining centres and high performance precision lathes.

There is also the Super Precision (SP) range of turning centres which add another dimension to high precision and machine construction that produces the most accurate parts coming off a production turning centre in the world.

SP machines are highly engineered products and fulfill a specific need where exceptional, prolonged accuracy is required in a volume production environment.



▲ Hardinge Bridgeport GS42



QUASER

we cut faster

Quaser horizontal, vertical and multi-face 5-axis machining centres are increasingly popular due to their superb build quality and suitability for high volume production, tool room and sub-contract machining environments.

All UK sales, service and customer support activities for Quaser products are today handled through ETG, working closely with the Taiwan manufacturing facility and the Swiss based Quaser European Technology Centre.

The Quaser ranges of MV and MF vertical machining centres are highly versatile, offering high speed, high powered machining with 4+1 and full 5-axis machining capability along with large X-axis machines with a compact footprint.



▲ Nakamura-Tome Head Office, Kanazawa, Japan



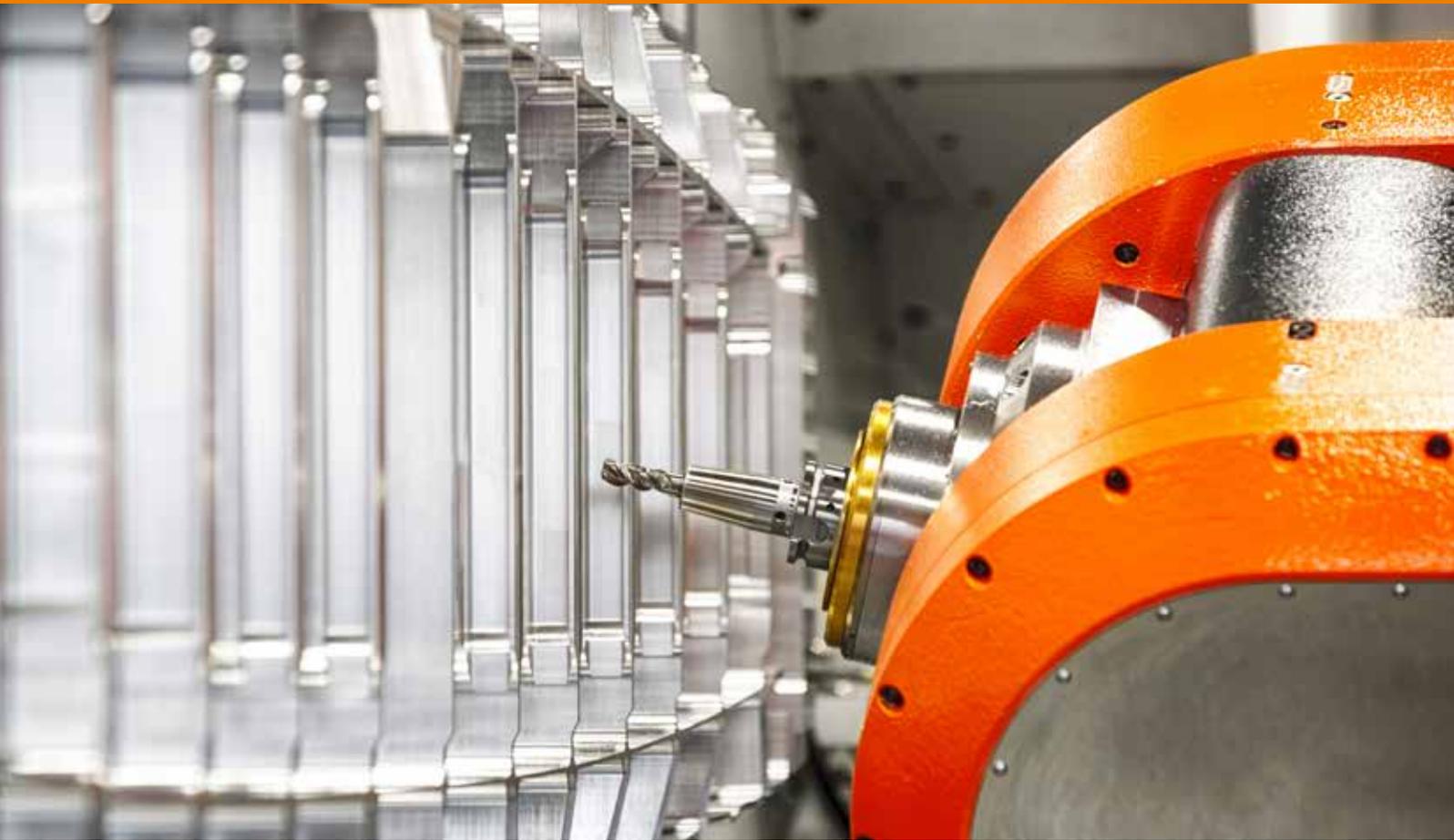
STAMA

Stama Maschinenfabrik is a German machine tool manufacturer and a sister company of Chiron. It specialises in advanced 4 and 5-axis machines, single, twin and 4 spindle vertical machining centres and mill-turn centres.

Offering flexibility and high production efficiency across the range of small batch and high volume machining and with their inherent reliability and automatic loading options are well suited to unmanned machining environments and heavy duty machining.



▲ Stama Head Office, Germany



bavius

bavius specialises in large format machining centres primarily for the aerospace manufacturing industry and offering massive productivity gains in comparison to traditional machining methods and processes.

Ranges include five axis horizontal, profile, gantry and universal machines for large scale aerospace components – notably the HBZ AeroCell and HBZ CompactCell horizontal machining centres.



▲ bavius Head Office, Baienfurt, Germany



PIETRO CARNAGHI

M a c h i n e T o o l s

The Pietro Carnaghi company was founded in 1922 and is today renowned on the international scene for the manufacture of large-scale machine tools, with continuous development of ideas and new technologies, supported by more than eight decades of experience in the sector.

Pietro Carnaghi specialises in the manufacture of machine tools which demand high performance. The production of vertical lathes, movable portal milling machines – Gantry type and Flexible Manufacturing Systems (FMS) cells.



▲ Pietro Carnaghi Head Office, Cortese, Italy



SCHERER[®]

FEINBAU

Scherer Feinbau is a specialist designer and manufacturer of single and twin spindle CNC vertical lathes and vertical shaft turning centres as well as an expert in handling systems and automation solutions.

Part of the Chiron Group, this international company manufactures multi-functional and flexible turning machines with single or twin spindles, offering high precision and production speeds for producing low piece costs from a compact, yet robust machine.

Scherer Feinbau also manufactures single spindle and double spindle vertical lathes and has a global reputation for its own design, highly productive shaft lathes.



▲ Scherer Feinbau Head Office, Germany



HALTER



ETG is the UK distributor for Halter CNC Automation, the Netherlands based supplier of machine tool robotic loading and unloading systems.

Sitting alongside ETG's machine tool and workholding products, Halter offers a further dimension to its turnkey, FMS and machine automation capabilities which are increasingly an integral part of customer specifications.

Halter CNC Automation has over 25 years' experience in supplying robotic solutions to increase the productivity of machining centres. Best known for its 'Load Assistant' which uses a Fanuc robot arm with the Halter smart control and smart loading system.

A feature of Halter automation systems is the simplicity of smart control programming system which does not require previous robotic experience. It is a universal system for both CNC lathes and CNC machining centres.

MASTERCAM



ETG is an authorised Mastercam supplier and delivers CAD/CAM software tools for all types of programming, from the most basic to the extremely complex.

Mastercam offers solutions for designers and NC programmers in a spectrum of industries, including milling, turning, wire EDM, router programming, plasma cutting, lasers, and 3D design and drafting. Mastercam software's customers range from high end tier one organisations, as well as affordable to our many one-person job shops. To ensure a new generation of trained metal and woodworking personnel, Mastercam is available to educational institutions at sizable discounts. Mastercam continue to grow and expand into new

markets and technology, their focus remains on its customers and are committed to delivering tools that support the higher productivity and greater precision demanded by today's, and tomorrow's, manufacturing.

As an industry leader for over 30 years, Mastercam Software is the most widely used CAD/CAM software and prides itself on meeting the demanding needs of its customers by providing excellent products at affordable prices. Mastercam have remained at the forefront of CAD/CAM technology by listening to its customers' needs, being accessible, and most of all, being dedicated to its customers, providing CAD/CAM solutions to over 200,000 installations worldwide in the mold making, automotive, aerospace, and consumer industries.

Having the best software is only one ingredient for success. A global community of Mastercam users, experts, educators and enthusiasts helps you get the most from your investment.

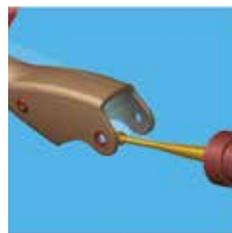
At ETG we can cater for all your CAD/CAM needs and we offer training for all your Mastercam needs with our dedicated Mastercam facilities.



MILLING
Mastercam Mill



TURNING
Mastercam Lathe



MULTI-TASKING
Mastercam Mill-Turn



MULTI-TASKING
Mastercam Swiss



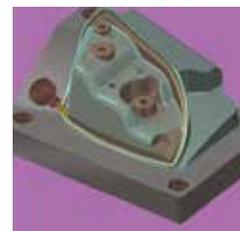
WIRE EDM
Mastercam Wire



ROUTER
Mastercam Router



MODELLING
Mastercam Design



INTERGRATED SOLUTIONS
Mastercam for SOLIDWORKS

CAMplete



ETG is the exclusive supplier of CAMplete software products, post-processing and machine simulation solutions.

SIMULATION

- » Full simulation of Nakamura turning centers and programs
- » Detailed tooling and workholding libraries

G-CODE EDITING

- » Editor allows modification of posted or unposted data
- » Changes automatically updated to both toolpath and G-Code

OPTIMISATION

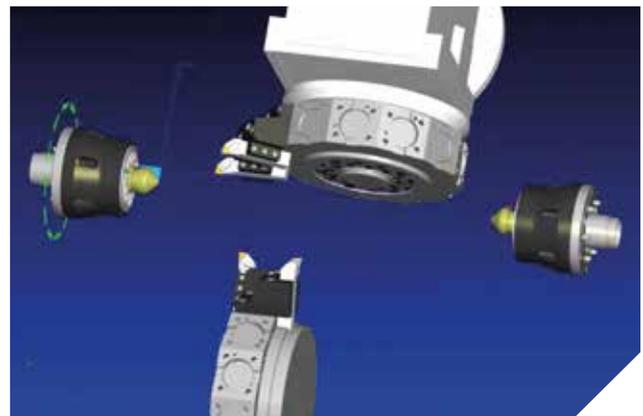
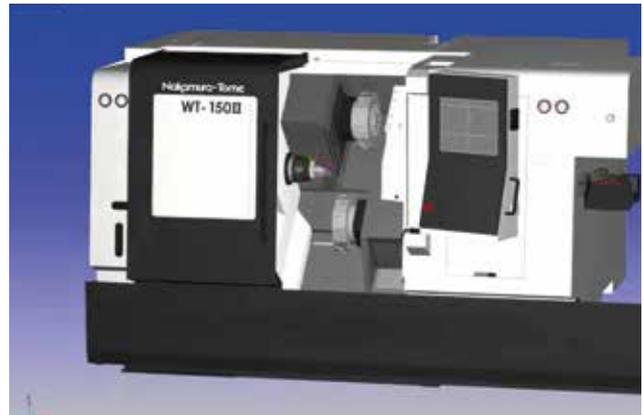
- » Wait code editing
- » Reorder and move operations
- » Fine tune and optimize to simplify multitasking

ANALYSIS

- » Monitor all aspects of machine motion: true cutting speeds, axis velocity and acceleration, and motion deviations

VERIFICATION

- » Verification of machine, tooling, and workholding using detailed Nakamura machine models
- » G-Code is verified



ETG is also the exclusive supplier of CIMCO CAD/CAM software products.

CIMCO offers 5 elements – Cimco DNC-Max 7, Cimco MDC-Max 7, MDC-Max Web Client, Cimco NC-Base 7 and Cimco Edit 7, all of which ETG supplies and supports with in-depth product training available. CIMCO programmes are integral to efficiency on the shop floor, providing not only great tools to get the job done, but also a powerful and integrated platform for editing, designing, visualising, managing and communicating CNC programmes and related content.



CNCALC



MDCMAX



NFSFTP



DNCMAX



MDM



EDIT



DNCMAX



DNCMAX



DNCMAX

TECHNICAL PARTNERS

ETG are supported by select world-class Technical Partners. Their expertise in automation, CAD/CAM, metrology, tooling and technology assist in the delivery of the complete turnkey solution.



TRAINING

All of the training across the Technical Academies will be managed by In-Comm Training, one of only a select few providers in the UK to be rated 'Ofsted Outstanding'.



We have tapped into their considerable knowledge and experience to deliver a host of different learning opportunities that are helping young people at the start of their career and also existing employees to 'upskill' as the UK aims to embrace more advanced manufacturing.

The doors of our centres have been thrown open so that local manufacturers can get cost effective access to training on CNC programming, prototyping, workholding and precision manufacturing.

In addition to a suite of training courses already developed, there is also the opportunity for companies to tailor their own learning and, at some Academies, we are running the full Apprenticeship Trailblazer curriculums.

We are joined in this exciting project by 14 world class technical partners, who are making their automation, CAD/CAM, metrology and tooling expertise and technology available to anyone using our facilities.

GET INVOLVED



Apprenticeships

Some of our Technical Academies are delivering a full Apprenticeship curriculum, including the new Trailblazer Apprenticeships.

We are working closely with local schools to ensure we have a pipeline of young talent looking for a career in manufacturing and, through In-Comm, have significant experience of matching apprentices with employers.

Future engineers are trained on the most advanced machines and technology in industry and have the chance to apply their theory on live manufacturing projects, putting them ahead of their peers completing conventional courses.

There is also the opportunity for our apprentices to move forward and study for a degree, all without the huge financial burden of going to University.

Upskilling

It is increasingly important that the UK focuses on advanced manufacturing and we need to ensure we have the staff capable of making the best use of new machinery and technology.

The Technical Academies help SMEs address this issue by offering specialist courses to upskill existing workers on CNC machine tools from Bridgeport Hardinge, Chiron, Nakamura and Quaser.

They are also trained on the technology installed by our 14 technical partners.



Access To Technology

Over £6m of machinery and technology has been installed across the UK and we want to make sure that the entire supply chain benefits.

With this in mind, we are encouraging SMEs to get in touch if they would like to hire time on one of the machines to carry out prototyping/ advanced manufacturing work that previously may have been too costly for them.

ETG Demonstration Facilities

ETG's customer base is growing rapidly and is located in all parts of the UK and Ireland. Creating this network of Technical Academies gives us the perfect opportunity to demonstrate what our machines can do, without the client having to travel long distances.

TURNKEY TRAINING PACKAGES

Turnkey Option 1

Set up customer component from customers' **existing** machining process, onsite with customer's **supplied tooling to a First off condition**. Customer is responsible for purchasing, specifying tooling package and tooling performance. Customer to provide proven cutting program and process to be converted into newly purchased machine tool format. Customer to provide First off inspection results.

Turnkey Option 2

Set up customer component from **existing** process at ETG with customer's **supplied tooling to a First off condition**. Customer is responsible for purchasing, specifying tooling package and tooling performance. Machine pass off MQ1 at ETG Wellesbourne and repeat MQ2 machine pass off at customer site. Customer to provide proven cutting program and process to be converted into newly purchased machine tool format. Customer to provide First off inspection results for MQ1 and MQ2.

Turnkey Option 3

ETG to program, set up customer's specific component, specify tooling and workholding package which is included in machine sale price. ETG to request support from tooling supplier for both ETG Wellesbourne and site support. **ETG fully responsible for all Turnkey tooling**. ETG to provide a Machine pass off MQ1 at ETG Wellesbourne and repeat MQ2 machine pass off to a First off condition at both ETG Wellesbourne and Customer site with a batch run of up to 20 off components. Customer to provide First off inspection results for MQ1 and MQ2.

Turnkey Option 4

ETG to program, set up customer's specific component, specify tooling and workholding package which is included in machine sale price. ETG to request support from tooling supplier for both ETG Wellesbourne and site support. **ETG fully responsible for all Turnkey tooling**. Machine pass off MQ1 at ETG and repeat MQ2 machine pass off to a F.A.I.R First Article condition at both ETG Wellesbourne and Customer site with a batch run of up to 30 off components. MQ1 and MQ2 to include Machine Capability and Machine Availability measurements to customer specified Cp, Cpk, Cm and Cmk results. Customer to provide inspection results for MQ1 and MQ2.

To enquire on costs and qualification please contact the ETG technical department on 01926 818 418



Turnkey Option 5

ETG to program, set up customer's specific component, specify tooling and workholding package which is included in machine sale price. ETG to request support from tooling supplier for both ETG Wellesbourne and site support. **ETG fully responsible for all Turnkey tooling.** Machine pass off MQ1 at ETG Wellesbourne and repeat MQ2 machine pass off to a F.A.I.R First Article condition at both ETG Wellesbourne and Customer site with a batch run of up to 50 off components. MQ1 and MQ2 to include Machine Capability and Machine Availability measurements to customer specified Cp, Cpk, Cm and Cmk results. Customer to provide inspection results for MQ1 and MQ2. Tool life will be established and tool life management will be documented. Surface finish capability, setup and changeover time and cycle time will be established with relevant sign off documentation **Standard Operating Procedures** will be produced for both setting up component and Operating the machine

Included within this Option 5 package, 3 days Maintenance Training (Up to 3 people), 5 days Operator training onsite (Up to 3 people) and 5 days Programmer training at ETG Wellesbourne classroom facility (Up to 3 people)



Turnkey Option 6

ETG to program, set up **multiple** customer components, specify tooling and workholding package which is included in machine sale price. ETG to request support from tooling supplier for both ETG Wellesbourne and site support. **ETG fully responsible for all Turnkey tooling.** Machine pass off MQ1 at ETG Wellesbourne and repeat MQ2 machine pass off to a F.A.I.R First Article condition at both ETG Wellesbourne and Customer site with a batch run of up to 50 off parts per individual component. MQ1 and MQ2 to include Machine Capability and Machine Availability measurements to customer specified Cp, Cpk, Cm and Cmk results. Customer to provide inspection results for MQ1 and MQ2. Tool life will be established and tool life management will be documented. Surface finish capability, setup and changeover time and cycle time will be established with relevant sign off documentation **Standard Operating Procedures** will be produced for both setting up component and operating the machine

Included within this Option 6 package, 3 days Maintenance Training (Up to 3 people), 5 days Operator training onsite (Up to 3 people) and 5 days Programmer training at ETG Wellesbourne classroom facility (Up to 3 people)

To enquire on costs and qualification please contact the ETG technical department on 01926 818 418



MACHINE TRAINING PACKAGES

Maintenance Training Option 1

2 days Maintenance Training at customer site (3 people)

Maintenance Training Option 2

3 days Maintenance Training at customer site (3 people)

Maintenance Training Option 3

4 days Maintenance Training at customer site (3 people)

Quaser / Hardinge / Bridgeport Training Option 1

1 day Operator training onsite (Up to 3 people)
3 days Programmer training at ETG Wellesbourne classroom facility (1 person)

Quaser / Hardinge / Bridgeport Training Option 2

3 days Operator training onsite (Up to 3 people)
3 days Programmer training at ETG Wellesbourne classroom facility (1 person)

Nakamura AS200/L range Training Option 3

3 days Operator training onsite (Up to 3 people)
3 days Programmer training at ETG Wellesbourne classroom facility (1 person)

Application support onsite at customer facility Training Option 4

5 days Application support onsite. Content contains 2.5 days Programming and 2.5 days Operator training (Up to 3 people)

Nakamura Multi Axis Machinery Training Option 5

5 days Operator training onsite (Up to 3 people)
5 days Programmer training at ETG Wellesbourne classroom facility (Up to 3 people)

Nakamura Multi Axis Machinery Training Option 6

5 days Operator training onsite (Up to 3 people)
5 days Programmer training onsite (Up to 3 people)

Chiron Training Option 7

5 days Operator training onsite (Up to 3 people)
5 days Programmer training onsite (Up to 3 people)

SERVICE & SPARES

A selection of customer support services

The service and technical support division endeavours to meet customers expectations with first class support for all the machine brands offered by ETG.

- » Breakdown support (a 24-hour response)
- » Machine health checks
- » Telephone support
- » Customer feedback / continuous improvement

Tel: +44 (0)1926 818 418, option 3

Email: service@engtechgroup.com

Preventative Maintenance Agreements (PMA)

“Prevention is better than cure” goes the old saying and that is certainly true if you suffer from downtime or lost production due to lack of machine maintenance. Sign up to an ETG PMA agreement and you benefit from:

- » Standard routine service
- » Tailored to meet your needs
- » Spares can be included in the service
- » Cost can be spread of 12 months by direct debit
- » Only 2 weeks notice required to plan the servicing

Tel: +44 (0)1926 818 418

Email: pma@engtechgroup.com

Service Package Agreement (SPA)

The cost effective way of spreading a contracted programme of ETG experts time across a 12 month period. With the comprehensive SPA package you tailor our time to suit your needs. This is a pre-ordered package of hours to cover a 12-month period. Only one PO required for the whole year.

- » Invoiced monthly
- » Hours can be used for breakdown, machine service and technical support
- » Cost is spread annually
- » Hours are only deducted for time on site (no travel charges)
- » Discounts on spare parts
- » Unused hours roll over into the next year
- » Extra hour top-ups available
- » Priority call out for contract customers

Tel: +44 (0)1926 818 418

Email: spa@engtechgroup.com





Customer Service Portal

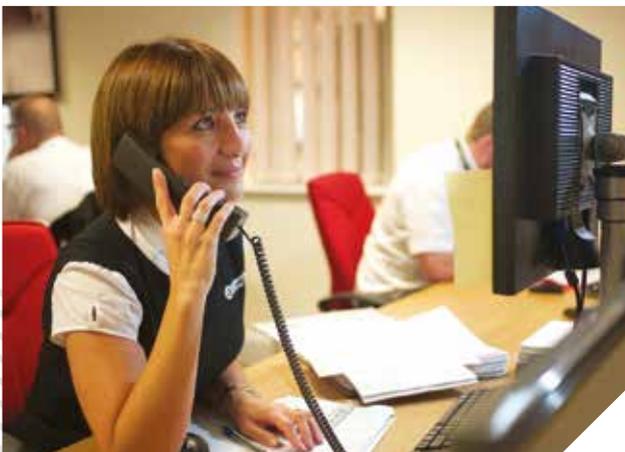
ETG Customer Service Portal - the efficient, cost saving service solution.

The ETG Customer Service Portal is an efficient, web based system where service engineers receive their jobs via a portal with the service report then completed (on the portal) and signed by both the engineer and yourselves. It is a highly effective, fully transparent way of managing service and maintenance activities and one which will benefit you significantly.

Importantly, there are no extra charges for you with the adoption of ETG Customer Service Portal.

Reports are ready to view and once signed are then closed off and it will be ready to view in real time on your customer portal which will show how many jobs have been carried out per machine and how many tasks are outstanding. More details on the customer portal are then provided for you in a separate fact sheet.

Telephone for more details: +44 (0)1926 818 404
or +44 (0)1926 818 425



Spares

We hold stock of critical spares for next day delivery for all our principal brands: Chiron, bavius, Hardinge Bridgeport, Nakamura-Tome, Stama, Quaser and Halter.

Hardinge Bridgeport and Quaser Spares:

Tel: +44 (0)1926 818 435

Email: spares@engtechgroup.com

Chiron, Stama and bavius Spares:

Tel: +44 (0)1926 818 409

Email: spares@engtechgroup.com

Workholding and Tooling

Standard or purpose designed, Hyfore Workholding offer the UK's leading workholding resource.

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Tel: +44 (0)24 7699 3153

Email: sales@hyfore.com

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