

Success Packs

Tailored service solutions for every need



How can your business reach higher grounds?

Minimize downtime and quickly recover from unexpected breakdowns.

Prevent machine issues and maintain performance.

Protect against potential failures and unforeseen repair costs.

Success Packs

Service solutions ready to keep your operations running

Three annual subscription packages

Discover our Success Packs tailored to provide continuous support for your machines throughout their entire lifecycle, ensuring your productivity remains secure.

Each pack is designed to meet every operational need, with the level of support necessary to help you reach your goal with confidence and get the most of your assets.

Bronze

Fast reply services to ensure machines are swiftly back up and running.

Silver

Periodic maintenance services to keep your machines in optimal condition.

Gold

Extended warranty coverage to mitigate financial risks and focus on your core business.

Success Packs

Your main benefits

Cost reduction

Enjoy better rates than purchasing individual parts and services separately.

Reliable support

Benefit from fast-track assistance for quick resolutions, and an extended warranty for long-term peace of mind.

Global responsiveness







Get consistent quality and support standards across your entire machine fleet, no matter where you're located.



Success Packs

Choose your pack



	Bronze	Silver	Gold
 <p>Speedy Access Fast track for support</p>	✓	✓	✓
 <p>Extended Remote Support 24/5 expert support through My rConnect</p>	✓	✓	✓
 <p>Certified Preventive Maintenance Annual machine service performed under GF standards</p>		✓	✓
 <p>Core Components Diagnosis Annual check-up on the core machine components</p>		✓	✓
 <p>Discounts Preferred prices for parts and labor</p>		✓	✓
 <p>Extended Warranty For up to five years</p>			✓



12x

faster recovery than
with any on-site,
scheduled intervention



Bronze

Included services



Bronze Success Pack

For full responsiveness

Tailored to provide essential support with fast interventions to keep your machines running smoothly.

You get full expert guidance when you need it most through My rConnect*, ensuring minimal downtime and reliable performance.



Speedy Access

- Prompt support through My rConnect with up to 1 hour callback after a service request, ensuring fast resolution of critical issues.
- Fast-track scheduling for on-site interventions, enabling swift physical support.



Extended Remote Support

- Access to a team of over 50 expert remote diagnosticians, available 24/5, from Monday to Friday via My rConnect.
- Highly-trained professionals ready to troubleshoot and resolve issues at any hour, even during night shifts.

*My rConnect is our web-based platform supporting digital services, available for all GF machines. Faster recovery is guaranteed when the machine is connected.



Up to
50%
unplanned downtime
reduction

Silver

A graphic representing the Silver service level. It consists of three overlapping rectangular panels. The front panel is grey and features a white topographic map pattern at the bottom. The middle panel is yellow, and the back panel is orange. The word "Silver" is printed in white at the top left of the grey panel.

Included services

-
-
-
-
-
-



Silver Success Pack

For peak performance

Designed to maintain high performance and efficiency through consistent, reliable machine upkeep.

With annual maintenance and specialized diagnostics following GF standards on top of timely support services, you maximize your machine's performance and reliability throughout the year.



Certified Preventive Maintenance

- Includes a detailed preventive maintenance session, following GF's standardized checklist.
- Comes with an Original Equipment Manufacturer (OEM) parts kit, ensuring parts compatibility.



Core Components Diagnosis

- Comprehensive assessment of your machine's core components to detect wear and prevent issues early.
- Document and monitor the condition of your machine over time.



Discounts

- Receive preferred pricing on any additional parts and labor required outside of the annual maintenance.

Advanced services can be added in complement based on machine condition to achieve maximum uptime.



0 risk

to you on the efficiency and stability of your production plant



Included services

-
-
-
-
-
-



For guaranteed peace of mind

Our complete premium, worry-free coverage to ensure your machines are future-ready.

You maintain consistent production flow with confidence, knowing your equipment is fully covered by our most extensive offer, including extended warranty, preventive services and responsive support.



Extended Warranty

- Designed to protect your equipment and minimize unexpected expenses.
- Complete coverage for potential repair costs for up to five years on both parts and labor.

Enhance your Success Packs with add-on services

To customize your experience, we offer a range of add-on services tailored to meet your specific needs.

Whether you are looking for advanced connectivity and real-time insights, maintain stable machining conditions, or invest in staff training, our complementary services provide the perfect solution.





 My rConnect

Bronze

Get first-class support via My rConnect for connected machines

Remotely connect to your CNC machine via Remote Access, allowing either you or GF support to troubleshoot and resolve issues efficiently. With Live Data, you can access real-time machine data and a live notification system to stay informed about your machine's status and performance.



Silver

Ensure stable machining conditions throughout your machine's lifetime

Explore our eCatalog to discover our certified consumables that help you maintain the highest standards of machine performance and reliability. Benefit from our advanced S3R tooling solutions designed to enhance precision and efficiency.

www.ecatalog.gfms.com



Gold

Secure your staff's know-how and control your costs

Ensure your staff is well-trained with our modular training programs, customized to meet your specific needs. Don't miss out on these opportunities to turn your machine operators into true experts and achieve better machining results.

We deliver our Success Packs to the highest standards of expertise

We are close to you

- 800 experienced services engineers located in 50 countries
- Experts in machine care, maintenance and upgrades

We are committed to excellence

- Regularly and rigorously trained through our Training Academy
- Ensuring top-tier solutions

We use high-quality parts

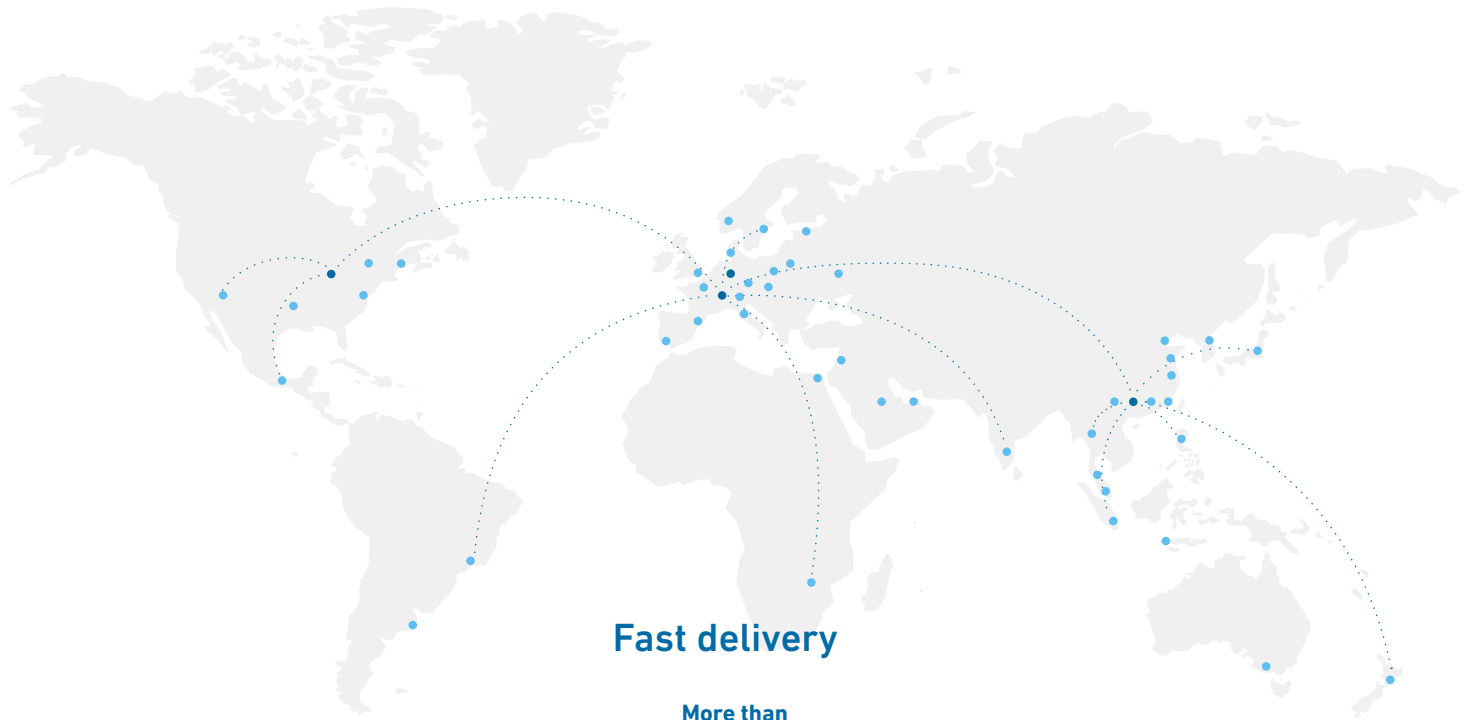
- Use of original, tested parts designed for specific machines
- Ensuring compatibility and reliability

We work with advanced processes and tools

- Use of AI for internal knowledge transfer
- Reference in field service management using first-class software



● Main hub and distribution ● Customer Services contact



Fast delivery

More than

97%

of our original spare and wear parts critical orders are shipped the same day they're ordered



At a glance

We enable our customers to run their businesses efficiently and effectively by offering innovative Milling, EDM, Laser, Additive Manufacturing, Spindle, Tooling and Automation solutions. A comprehensive package of services completes our proposition.

www.gfms.com

