



MAGNUM PRECISION  
M A C H I N E S, I N C.

8448 Washington Place N.E. Albuquerque New Mexico 87113

## Magnum Precision Machines Service Group

Every manufacturer knows the vital role that ease-of-use plays into maintaining a high-level of productivity. While most think of this idea in terms of machines and equipment, we believe it holds just as true when it comes to service and applications. Magnum Precision Machines adopts a single-source approach to support our customers.

For all service issues, whether related to a machine, control system, electrical panel, accessories, or replacement parts, we provide our customers with a single point of contact for all our product lines.

**When you are seeking comprehensive service and/or parts in Arizona, Nevada, New Mexico, Texas, and/or in Chihuahua and Sonora States in Mexico, please contact our service team:**

➤ By Phone **(505) 345-8389** or by E-mail at [magnumservice@magnumaz.com](mailto:magnumservice@magnumaz.com)

Additionally, our single-source program offers a wide variety of services, including:

- Laser calibration (ISO, ANSI, and JIS standards)
- Ball bar qualification and analysis
- Preventive maintenance plans and programs
- Vibration analysis and benchmarking

## Standard Service Warranties

Paid service – 30 days warranty from job completion date.

Spare parts – Backed by the Manufactures warranty from installation date.

Spindle replacements – Backed by the Manufacturers warranty for parts and labor.

Control / drives Backed by Manufacturers warranty when installed by Magnum Precision Machines.

## Magnum Precision Machines

**Labor \$165 per hour**

**Travel \$95 per hour**

Travel via automobile is billed at 62 cents per mile.

Labor, travel, and mileage rates are calculated in U.S. Dollars and are billed round-trip.

All out-of-pocket expenses (travel, living, required Arc Flash PPE, and necessary hardware) are billed at actual cost.

Labor on a Saturday is billed at 1.5 times the normal hourly rate.

Labor on a Sunday or holiday is billed at 2.0 times the normal hourly rate.

No overtime premiums apply for time worked up to 10 hours Monday through Friday.

**\*\*Note: Service engineers are not required to work overtime. Scheduling of overtime work is based on mutual agreement between the customer and the individual technician.**

A minimum billing of \$500 for labor and travel time applies to any service visit. The minimum travel billing per service visit is 1 hour and 30 miles. Travel is calculated from the nearest Vendor Technical Center, or

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the departure points of the technician, whichever is shorter.

If special alignment tools are required to be shipped to a customer's facility, we will need a UPS or FedEx Account number for the freight charges or the freight charges will be included in the service invoice.

**A hard-copy purchase order is required prior to any non-warranty service call. The hard copy must be on a customer purchase order form, or on customer letterhead. The hard copy must include:**

- Purchase order number to be referenced
- Customer billing address and phone number
- Name and signature of customer representative that authorizes the service call
- Machine serial number

If a dollar amount is needed in advance for a purchase order, the \$500 minimum may be used. A detailed estimate may be available through Magnum Precision Machines Service Group if a "not to exceed" value is required.