

SENTRY SERVICE

Preventative Maintenance Program

SERVICES



Messer Cutting Systems' machines are designed to provide many years of fast, accurate, high-quality cutting; however, long-term profitable machine operation requires proper maintenance and service. Who is best qualified to provide that service? The people who built it.

FEATURES AND BENEFITS:

- + Enhanced performance from a machine that is properly adjusted and calibrated.
- + Lower operating costs with scheduled maintenance downtime versus unplanned breakdowns.
- + Priority over non-contract customers on emergency service calls.

SERVICE INCLUDES:

- + Basic alignments and adjustments.
- + Replacement of parts as time permits.
- + Machine component inspection.
- + Cleaning of the machine.
- + Verifying proper machine operation.
- + Identifying needed parts.

COST SAVINGS:

\$ 10% discount on recommended spare parts.

\$ 50% discount on Virtual Service™ renewal rate.

With a high-speed internet connection on the Global Control, experts can provide remote troubleshooting, software upgrades, and diagnose machine issues.



More information on back



Ask about Visual Service.
Mobile ready, visual assistance
for “Over the Shoulder” support.

Our unrivaled expertise from our qualified and accomplished service professionals offers a wide-range of knowledge and training to help you get the most out of your cutting machine. Ask us how our service support departments and programs can help you.

- Service Department
- Parts Department
- Applications Department
- Visual Service & Virtual Service
- Retrofit Department

Training Services:

- Applications Training
- Software Training
- Process Assessment
- Operator and Maintenance training.
- Onsite and Virtual training is available.

During your sentry service visit our Field Service Engineer will perform customized inspection tailored specifically to your equipment and tools.

Y-Axis Gear Racks

Inspect gear racks for damage	Not Satisfactory
Inspect gear racks for wear	Satisfactory
Inspect gear racks joints for alignment	Satisfactory
Inspect gear racks joints mesh	Satisfactory
Inspect gear racks for loose or missing hardware	Satisfactory

Supporting Documentation

Images



Comments

There is some slag wear on the gear rack which should be monitored. Also, on the far right side there are two gear rack teeth that are damaged. Not significant for cutting as this is out of the cut zone but could cause dimensional errors.

Visit summary delivered digitally with 24 hours.

Discrepancies are documented using photos and comments to give your team direction on areas improvement and to ensure you experience the most value from your equipment.



Messer Sentry
Service “is”
THE GOLD
STANDARD.

For more information or to order Sentry Service contact your Messer Service Representative at 262-532-4639 or service.us@messer-cutting.com