AW MILLER
TECHNICAL SALES, INC.

EAST AURORA, NY 716.652.8282 | HARMONY, PA 724.453.1690 | STE-LAURENT, QC 514.333.9174 | HARLEYSVILLE, PA 215.256.8281

QT-Ez
SERIES

Mazak

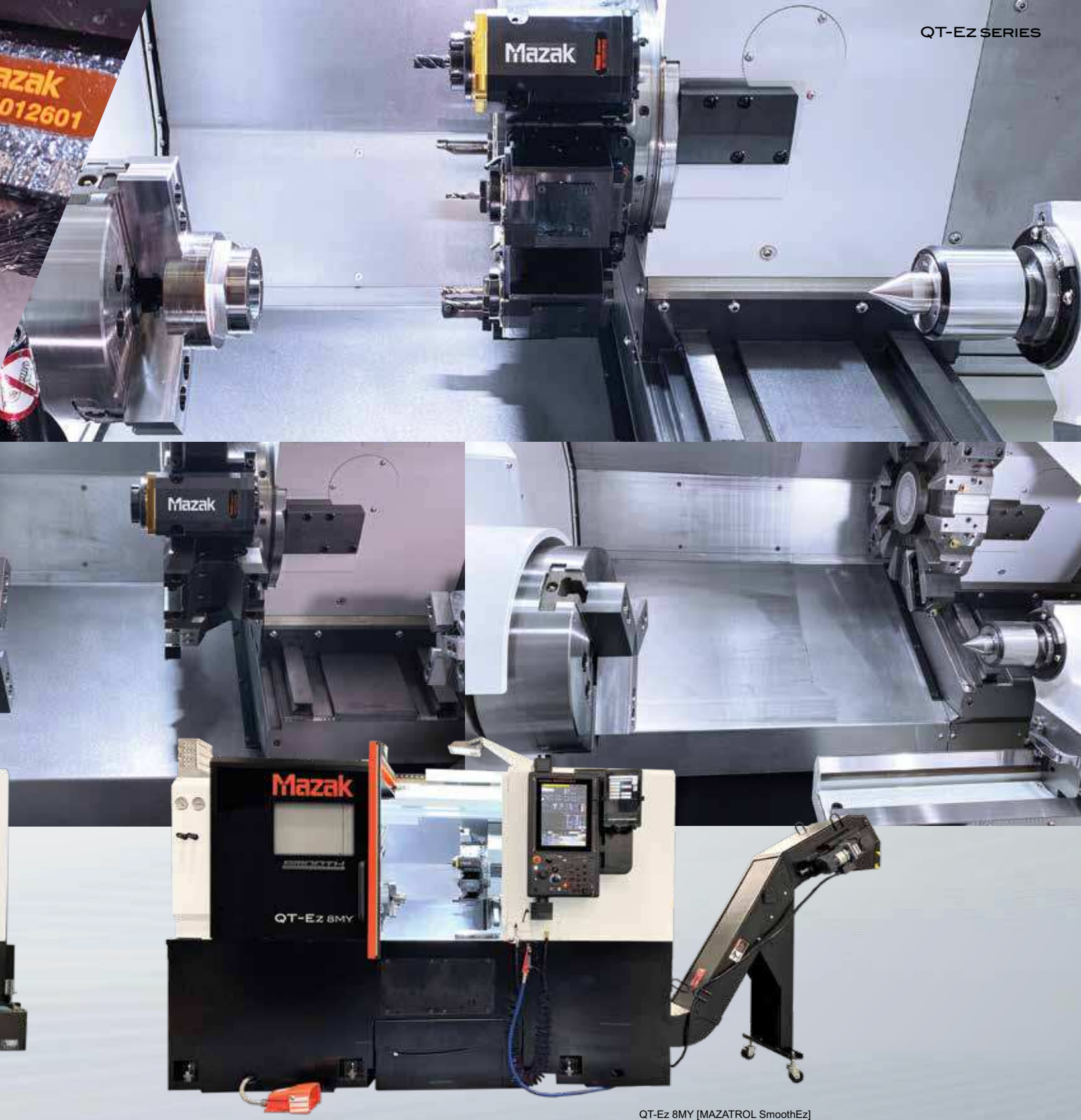
Designed and built in Florence, KY the QT-Ez Series brings everything you expect from Mazak at an attractive value.

With built-in motor spindle designs along with high-rigidity machine structures, QT-Ez Series machines give customers high levels of performance and value. From turning to milling, Y-axis and 2nd spindle designs, our QT-Ez Series is as diverse as your needs. A wide lineup of chuck sizes allows part processing for various industries.

QT-Ez 12MSY [MAZATROL SmoothEz]
The photo includes options.

High-value, high performance CNC lathes

QT-Ez SERIES



QT-Ez 8MY [MAZATROL SmoothEz]
The photo includes options.

- M & MY models come standard with built-in motors for rotary tooling.
- Bolt-on or BMT 55 turrets are available for the mounting of rotary tooling.
- Highly accurate 1st & 2nd spindle C-axis enables workpiece transfer and processing for DONE IN ONE® processing (MSY).
- Simple yet highly productive automation options such as COBOTS and bar feeders with auto parts catchers.

Lineup of Highly-productive Models

With numerous machine configurations and options available, the QT-Ez Series of machines covers a wide variety of applications. From small lot sizes to large production runs, the QT-Ez Series can help your shop with dependable high production results.

QT-Ez 8MSY (500U) [MAZATROL SmoothEz]
The photo includes options.

QT-Ez 8 SERIES

	Maximum swing	Turret		Mill function	2nd spindle	Y axis	Tailstock		Bed
		Bolt-on	BMT				MANUAL/HYD.	SERVO	
8	Φ27.4" (695 mm)	●	—	—	—	—	●	○	500U
8M	Φ27.4" (695 mm)	●	○	●	—	—	●	○	500U
8MY	Φ27.4" (695 mm)	●	○	●	—	●	●	○	500U
8MSY	Φ27.4" (695 mm)	●	○	●	●	●	●	○	500U

●:Standard accessories ○:Option -:Not available

The QT-Ez 10 series comes standard with a 10" chuck and a manual tailstock with a hydraulic quill, making it flexible for job shops and OEM users alike.

QT-Ez 10MSY (500U) [MAZATROL SmoothEz]
The photo includes options.

QT-Ez 10 SERIES

	Maximum swing	Turret		Mill function	2nd spindle	Y axis	Tailstock		Bed
		Bolt-on	BMT				MANUAL/HYD.	SERVO	
10	Φ27.4" (695 mm)	●	—	—	—	—	●	○	500U
10M	Φ27.4" (695 mm)	●	○	●	—	—	●	○	500U
10MY	Φ27.4" (695 mm)	●	○	●	—	●	●	○	500U
10MSY	Φ27.4" (695 mm)	●	○	●	●	●	●	○	500U

●:Standard accessories ○:Option -:Not available

An ideal machine for medium sized workpieces, along with the power and torque for maximum performance and profitability.

QT-Ez 12MSY (500U) [MAZATROL SmoothEz]
The photo includes options.

QT-Ez 12 SERIES

	Maximum swing	Turret		Mill function	2nd spindle	Y axis	Tailstock		Bed
		Bolt-on	BMT				MANUAL/HYD.	SERVO	
12	Φ27.4" (695 mm)	●	—	—	—	—	●	○	500U
12M	Φ27.4" (695 mm)	●	○	●	—	—	●	○	500U
12MY	Φ27.4" (695 mm)	●	○	●	—	●	●	○	500U
12MSY	Φ27.4" (695 mm)	●	○	●	●	●	●	○	500U

●:Standard accessories ○:Option -:Not available

Machine Structure

The balance of performance and value redefined. Structure, control and motion guidance technology creates a stable, high-accuracy machining platform.

High-rigidity construction

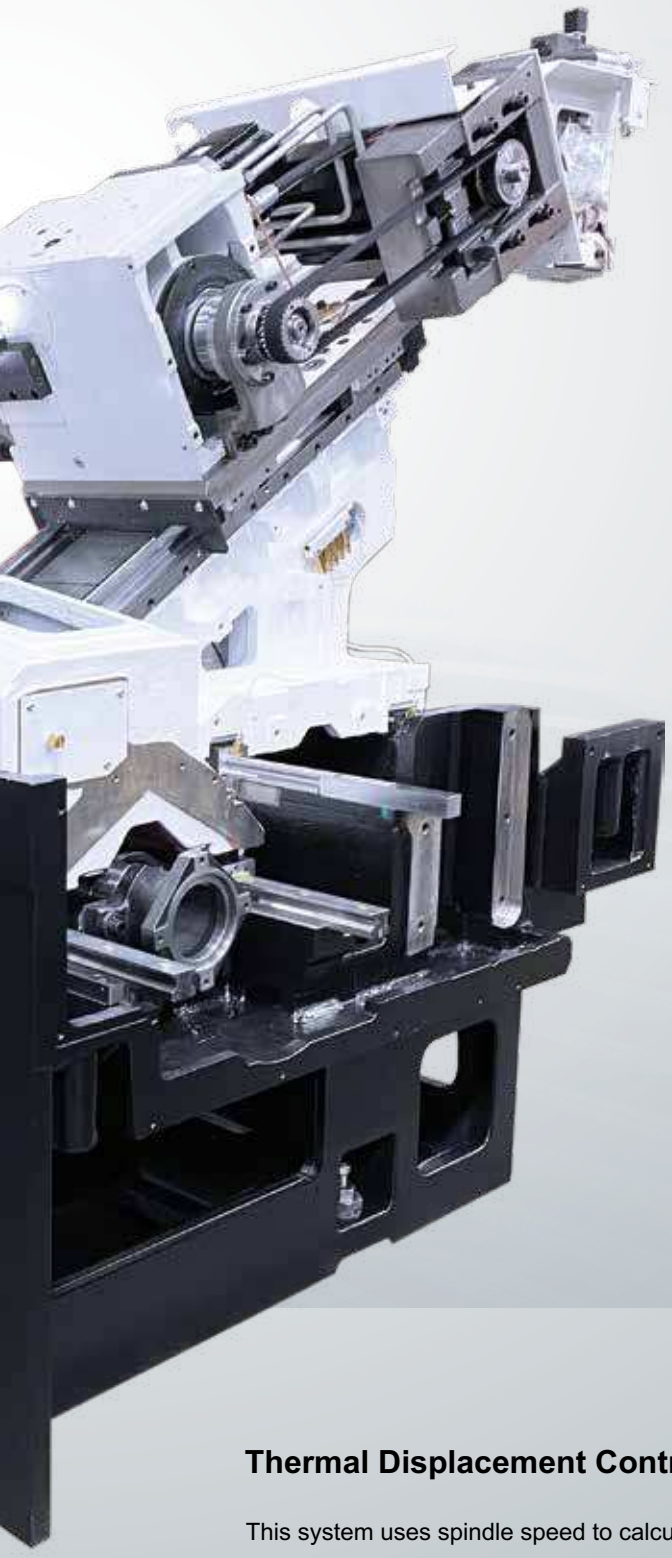
Using structural analysis throughout the design phase, we have created a highly rigid machine platform. The entire assembly utilizes the highest quality components to minimize distortion in heavy cutting and high-speed operations, all while maintaining high accuracy over the long term.

Roller guides on all linear axis

In addition to being able to achieve high speeds, durability and long service life, roller guides also make it possible to achieve long-term reliable machining, all while being nearly maintenance-free.

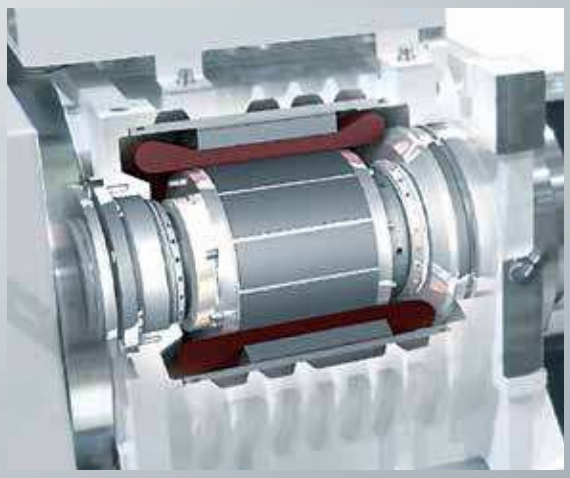
0.0001° C-axis indexing angle

Machines with optional milling have a standard of 0.0001° C-axis precision positioning for both single and 2nd spindle machines. Simultaneous C-axis contour machining can also be realized with the milling option.



Built-in motor spindle

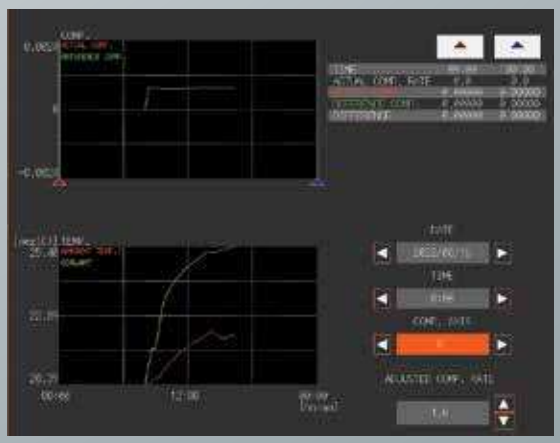
With no gears or belts that cause vibration, built-in motors improve part roundness and surface finish without mechanical power loss. Maintenance issues such as belt tension adjustment and replacement are unnecessary, while a simple structure ensures high reliability.



Thermal Displacement Control Function, Thermal Shield

This system uses spindle speed to calculate thermal displacement. High-accuracy correction is simultaneously used for sudden expansion and contraction due to spindle operations like spindle speed increase, decrease or stoppage. As a result, stable machining accuracy is maintained. The new graphical interface allows for visualizing changes in temperature and thermal displacement while adding simple adjustment functions for the user.

ITS USER INTERFACE (QT-Ez)



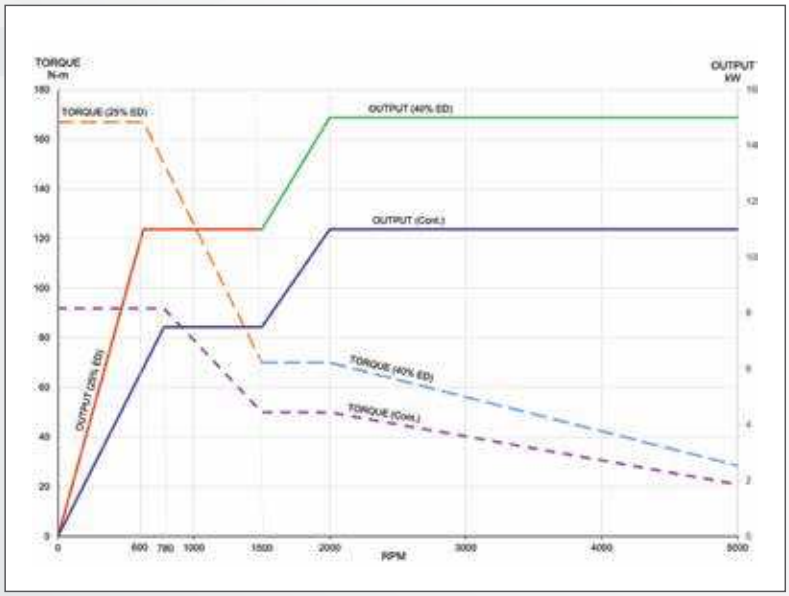
High-performance Spindles

Air and liquid cooled integral motor headstocks on QT-Ez machines allow users to gain high productivity and reliability.

QT-Ez 8 Series

- Spindle bore diameter of 2.4”
- Maximum bar diameter of 2" (50.8 mm)
- Speeds up to 5,000 rpm with 123 ft-lb torque
- A2-6, 20 hp (15 kW) (40% ED)
- Air cooled

PRIMARY SPINDLE MOTOR CHARACTERISTICS

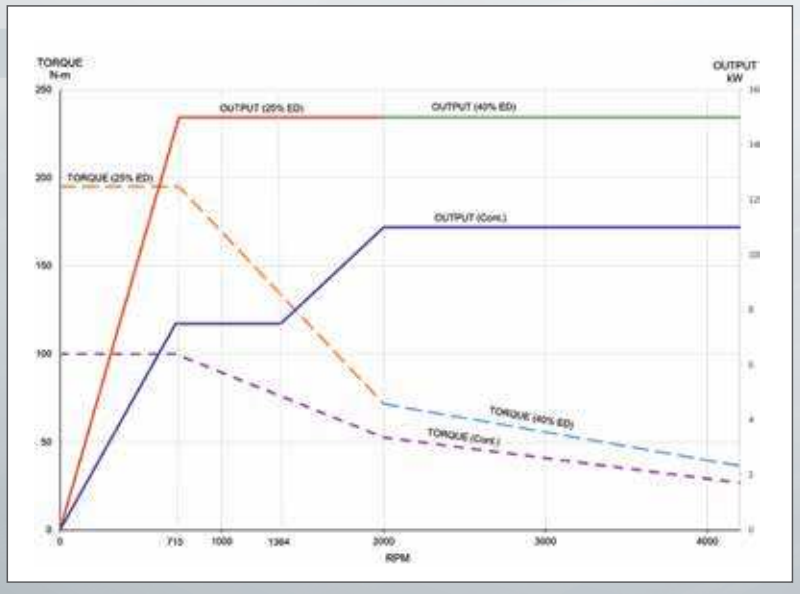


(FOR REFERENCE ONLY)

QT-Ez 10 Series

- Spindle bore diameter of 3.0”
- Maximum bar diameter of 2.5" (63.5 mm)
- Speeds up to 4,200 rpm with 144 ft-lb torque
- A2-6, 20 hp (15 kW) (40% ED)
- Air cooled

PRIMARY SPINDLE MOTOR CHARACTERISTICS



(FOR REFERENCE ONLY)

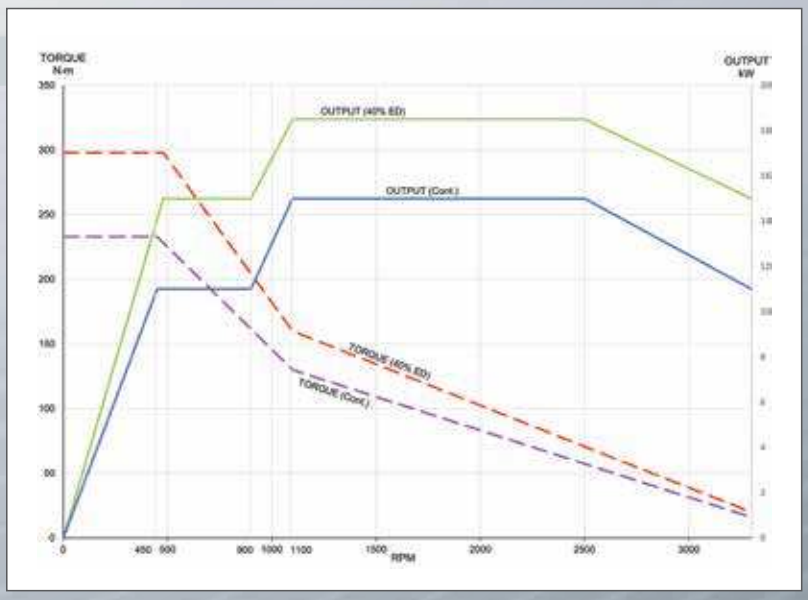
QT-Ez8 / 10 air-cooled headstock

QT-Ez 12 liquid cooled headstock

QT-Ez 12 series

- Spindle bore diameter of 3.58”
- Maximum bar diameter of 3.0" (76 mm)
- Speeds up to 3,300 rpm with 285 ft-lb torque
- A2-8, 30 hp (22 kW) (40% ED)
- Liquid cooled

PRIMARY SPINDLE MOTOR CHARACTERISTICS

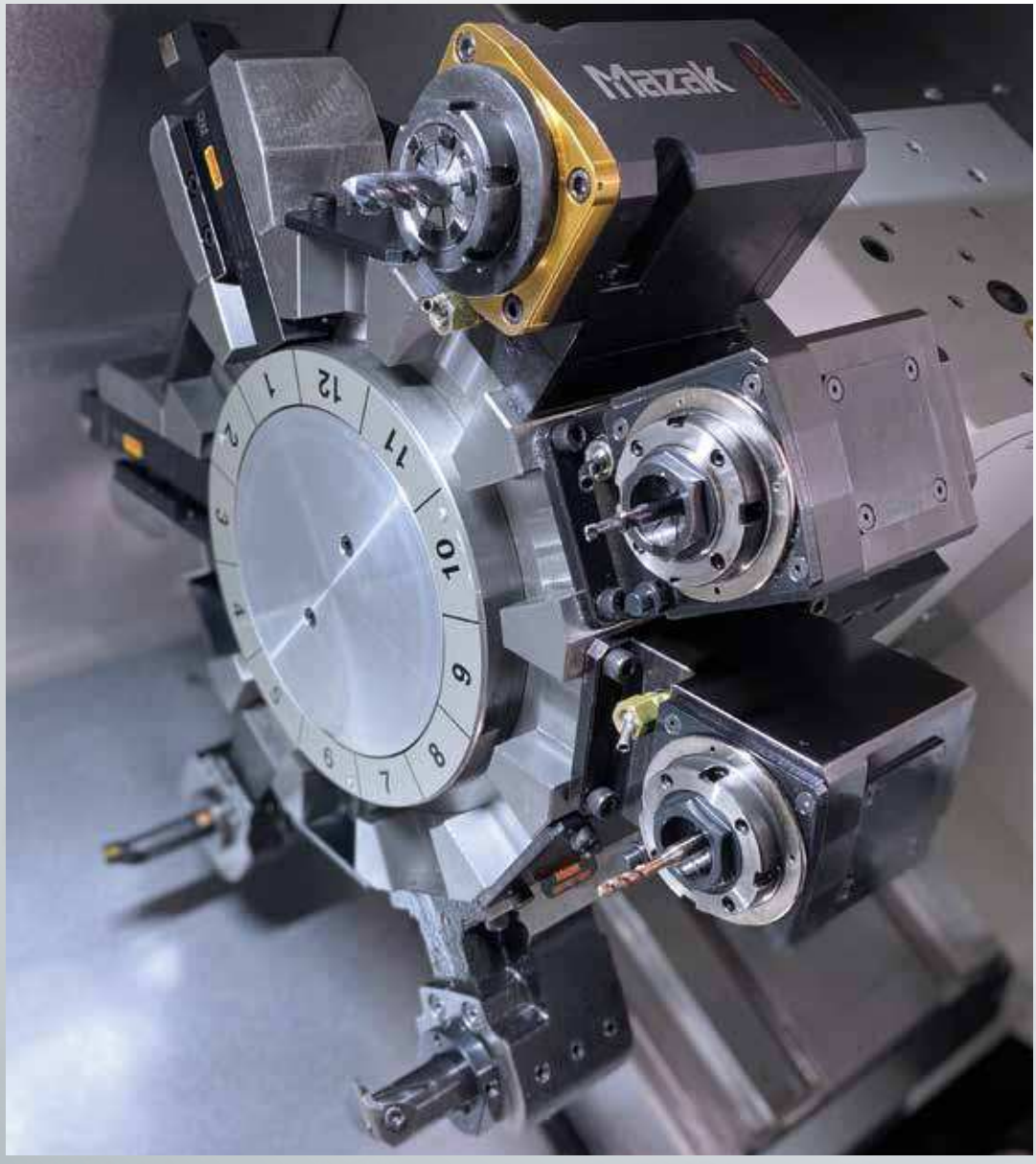


(FOR REFERENCE ONLY)

Milling Turret Configurations

Bolt-on and BMT 55 mounting connections

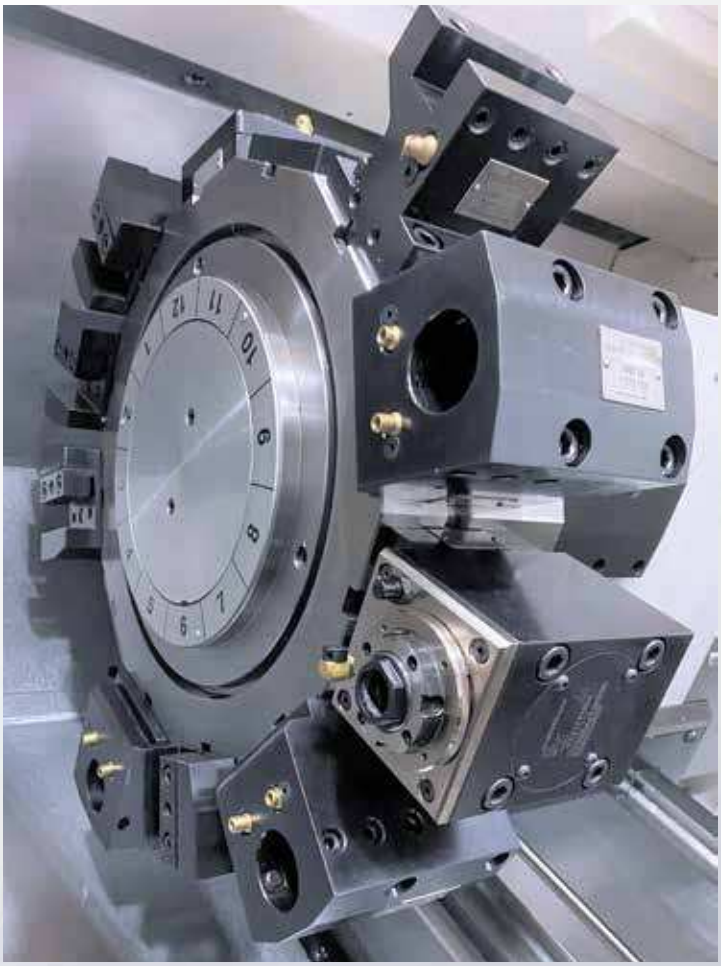
Bolt-on Turret



The Bolt-on turret block is mounted to a roller gear cam direct index system. The use of rotary tools allows shops to realize the productivity of true Multi-tasking. The Mazak Bolt-on turret makes part changeover fast and repeatable, improving overall efficiency.

Compatible models	Turret type	Number of tools	Stations for live tools
QT-Ez 8, 10 & 12	12 position	12	–
QT-Ez 8M, MY & MSY	12 position	12	12
QT-Ez 10M, MY & MSY	12 position	12	12
QT-Ez 12M, MY & MSY	12 position	12	12

BMT 55 Turret option



The 12-position BMT turret is designed for tooling interchangeability. The use of a non-lift roller gear cam design improves performance for non-cutting processes. Utilizing random selection/shortest path indexing, chip-to-chip time when changing tools is optimized.

Productivity Enhancements

Mill Drive

Turret-mounted rotary tooling on your QT-Ez machines will reduce secondary operations, improve part quality all while reducing the amount of equipment, DONE IN ONE®.

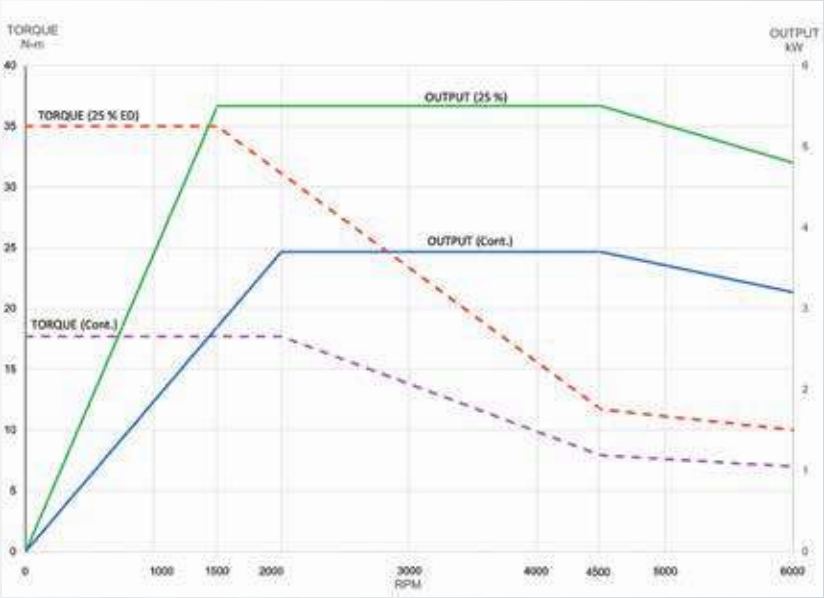
MILL HOLDER II (Bolt-on only)

The Mill Holder II design significantly improves overall cutting performance and endurance.

Tooling installation and removal has been simplified with a removal tool, which only requires one spanner wrench for tightening or loosening the collet.

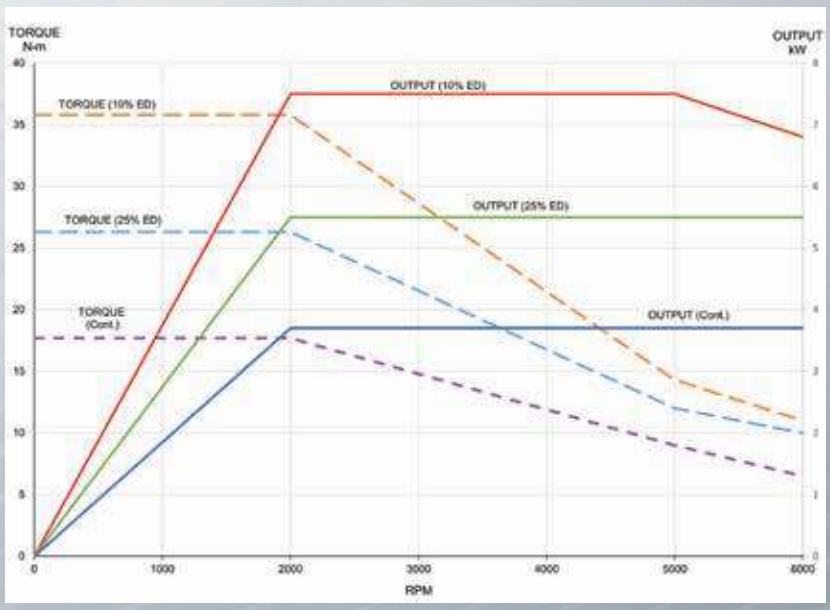
QT-Ez 8 & 10 M, MY & MSY (Mill drive specification)

Rotary tool specifications	Bolt-on / BMT
Rotational speed output	6,000 min^{-1}
Max Output Rating	7.5 hp
Continuous Output Rating	5.0 hp
Maximum Torque	26 ft*lbs



QT-Ez 12 M, MY & MSY (Mill drive specification)

Rotary tool specifications	Bolt-on / BMT
Rotational speed output	6,000 min^{-1}
Max Output Rating	10.0 hp
Continuous Output Rating	5.0 hp
Maximum Torque	26 ft*lbs



Productivity Enhancements

Tailstocks

Position / hydraulic quill tailstock

The hydraulic tailstock is manually positioned and locked down. Actuation of the quill can be done either by using a manual switch on the control panel or via an M-code for automated processes. The front mounted hydraulic pressure regulator allows for easy adjustment.

Servo-driven programmable CNC tailstock

The tailstock employs a servo motor and ball screw for controlled movement and precise thrust adjustments. Pushing force is easily set in increments of 22.5 lbf using the menu soft keys or M code commands, allowing for the flexibility to process heavy, large-diameter workpieces or long, thin workpieces.

Y axis (MY, MSY)

With the addition of a Y axis, you can accurately and efficiently machine complex part shapes. The compound double slide (X,Y) design allows for milling workpieces in a compact machine footprint.

Compatible models	Y-axis travel
8MY, 8MSY	4.0" (±2.0")
10MY, 10MSY	4.0" (±2.0")
12MY, 12MSY	4.0" (±2.0")

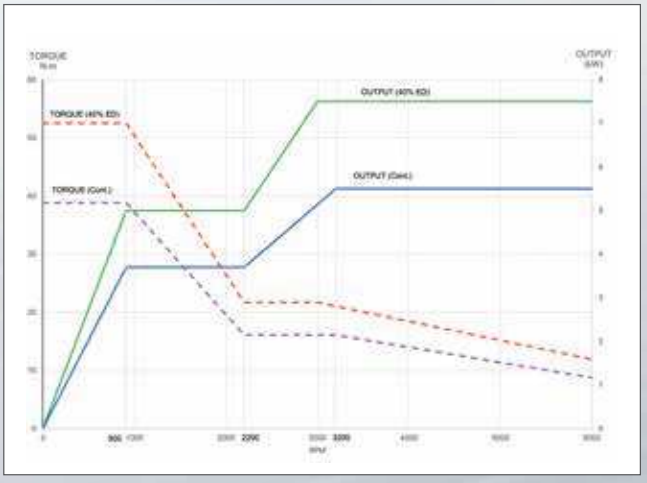
2nd Spindle (MSY)

Full contouring second spindle for DONE IN ONE® part processing

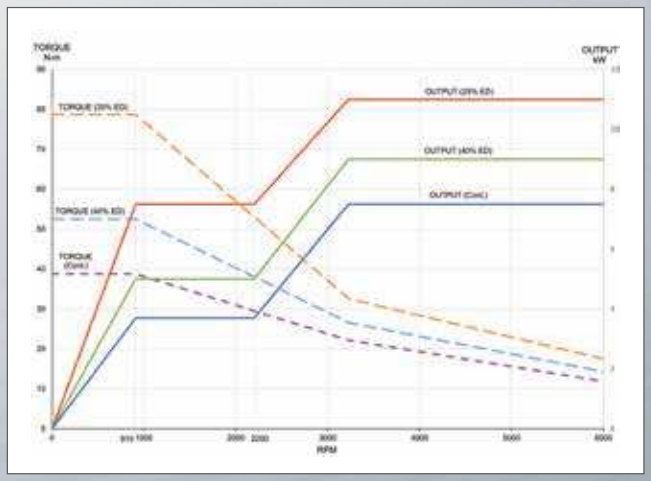
Second spindles feature high-performance built-in motors for powerful turning and precision milling. Our non-belt driven C-axis 0.0001° indexing allows for single-point machining and contoured milling while providing overall part quality and repeatability.

	QT-Ez 8 MSY	QT-Ez 10 MSY	QT-Ez 12 MSY
Rotational speed	6000 min^{-1}	6000 min^{-1}	6000 min^{-1}
Output Max. / Cont. ratings	10 hp / 7.5 hp	10 hp / 7.5 hp	15 hp / 10 hp
Maximum torque	39 ft-lb	39 ft-lb	66 ft-lb
Chuck size	5"	6"	6"

QT-EZ 8 & 10 Series
2nd Spindle Torque



QT-EZ 12 Series
2nd Spindle Torque



Automation

COBOT

Easy installation and setup makes the COBOT automation cell a great choice for shops looking for unattended operation. This factory supplied solution ensures that the COBOT and machine work together flawlessly from the start.

Bar feeder

An optional bar feeder can automate the loading of bar material. With a common interface, various brands of bar feeders can be quickly and easily installed.

Auto parts catcher (APC)

The optional APC allows for unloading of completed workpieces to an external parts box. The APC paired with a bar feeder helps shops realize unattended operation.

Workpiece Conveyor

The optional workpiece conveyor paired with a bar feeder is the ideal solution for extended workpiece runs where unattended operation is desired. The workpiece conveyor is designed to be easily detachable for ease of maintenance and ergonomics.

Ergonomics and maintainability

Designed around the operator's ease of use.

Operator door

An integrated L-shape design covers both the top and front of the cutting area. When open, it provides 24.8" of operator accessibility for efficient part loading and machine setup.

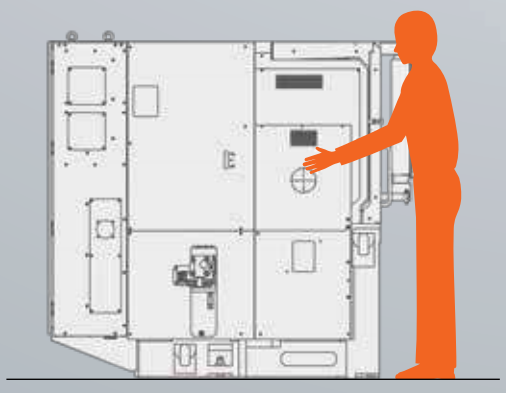
QT-Ez 10MSY (500U)

Large window

A large strategically placed window and LED lighting improves the visibility of machining operations.

Ergonomically placed spindles

The chuck centerline of 40.2" high and 15.4" from the exterior sheet metal enclosure provides exceptional operator accessiblility for ease of loading and unloading workpieces.



MAZATROL SMOOTH Ez

The operator panel swivels, allowing for ergonomic machine operation and the servicing of the tooling or chucks.

Centralized maintenance

To ease maintenance, valves, solenoids, and fluid reservoirs are centrally located on the outside of the machine.

Color-coded cabling

Electrical component cables are color-coded according to their intended use. Maintenance is simplified and repair time is reduced.

MAZATROL SmoothEz Control

An intuitive, 15" capacitive touchscreen HMI coupled with a dual-core, 800MHz processor combines unparalleled power with ease of use.

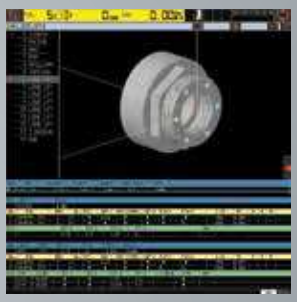
MAZATROL
SMOOTHEZ

Five informative process home screens

The process home screens were developed to place commonly used functions required for machine operation and maintenance in one convenient location.

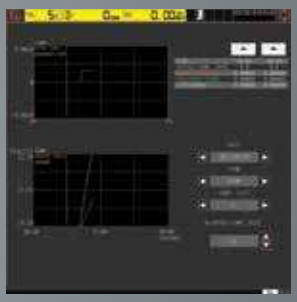
Launcher

MAZATROL



DATAGUARD

Thermal Comp

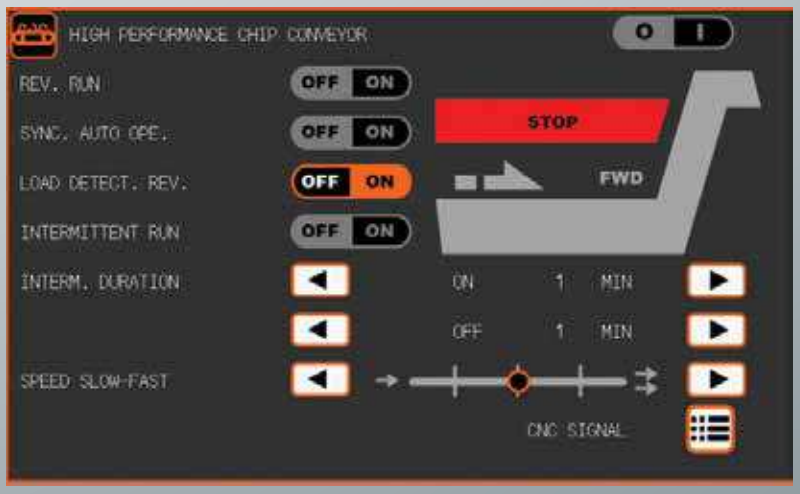


Maintenance

MAZATROL SMOOTH Ez

High performance chip conveyor interface

Our GUI interface gives operators control of their chip management solution. Reducing coolant loss and downtime due to chip related issues creates higher productivity and decreased maintenance.



Programming

MAZATROL Interactive programming

MAZATROL interactive programing uses common language, so you can easily create and edit programs simply by entering data from a part drawing. Inexperienced operators can quickly learn to create programs by utilizing preset cutting conditions and automatic tool path creation.

MAZATROL SmoothEz

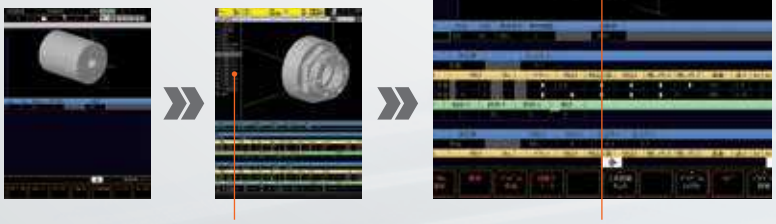
QUICK MAZATROL

Patent pending

MAZATROL SMOOTH Ez

Interactive programming reduces time

QUICK MAZATROL offers the programmer/ operator the option to see – in real-time – a 3D model of the finished workpiece as they create the program. This reduces errors that are usually not found until the actual machining has occurred. Once the program has been created, one can easily modify features on the workpiece by simply touching the desired MAZATROL unit and making the edits.



Touching a feature in the UNIT LISTING will highlight the feature in the 3D model and instantaneously take you to the corresponding MAZATROL machining unit in the program. Once there, you can edit the machining unit or navigate freely.

Displays a real-time 3D model of the processed workpiece based on the program.

SMOOTH CAM AI

Option

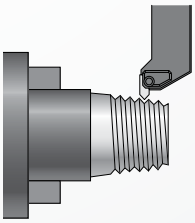
SMOOTH CAM AI

Used for off-line programming and simulation of both EIA/ISO and MAZATROL programs.

- Tool path check (VIEW SURF)
- Interference check, time study (virtual machining)
- SOLID MAZATROL
- DIGITAL TWINS capable

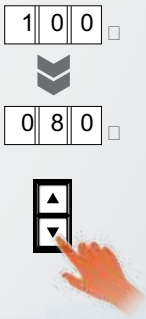
Re-threading Function Option

Re-threading can be easily preformed on workpieces that have been removed from the chuck or machined on another machine.



Override Variable Threading Function Option

The spindle override (spindle rotation speed) can be changed during threading on large diameter, thin walled or long parts that are difficult to machine. This allows the operator to find the optimal cutting speed for reducing vibration due to cutting conditions.



VFC Function

While running a MAZATROL program and changing the speed and/or feed overrides during an operation the operator can press the VFC key, the control then learns the altered cutting conditions and writes those to the current MAZATROL program.

MAZAK MT TABLET Option MAZATROL SMOOTH Ez

The optional MT-Tablet provides a 10" HD display. This Windows 10 IoT based interface allows access to various productivity apps.

- MTConnect®
- MAZAK SMOOTH LINK
- MAZAK Manual Viewer
- MAZAK Program Transfer

MT TABLET packages contain a one year subscription to one of three popular CAM softwares.

Optional Accessories

Automation Support

1 Automatic tool eye

For shorter setup times, tools can be automatically registered in the CNC simply by touching the cutting edge on the tool eye sensor(s). Automatic measuring can also be performed while in cycle for process automation.

Automatic chuck jaw open/close

Chuck jaws can be opened and closed using an M code, which is necessary when using a bar feeder, bar puller or other robot systems.

2 High/low chuck pressure switching

Some workpieces and applications require varying chucking pressures. This option allows the operator to switch pressures via an M-code.

Double foot switch

The double foot switch has one pedal for opening the chuck and another one for closing it (available for second spindle also).

3 Automatic door

The automatic front door opens and closes via a servo motor.
A tactile pressure sensor safety device keeps the door from closing when pressure is applied.

4 Extra work light

An extra work light creates extra light inside the machine while the door is open.

Auto power ON + warm-up/power off

Power is automatically turned on according to timer settings, at which time a warm-up operation is performed. The power can also be turned off with a timer.

5 3-level signal tower

Displays the operating status of a machine. From the top, red (alarm display), yellow (work completed) and green (automatic operation).

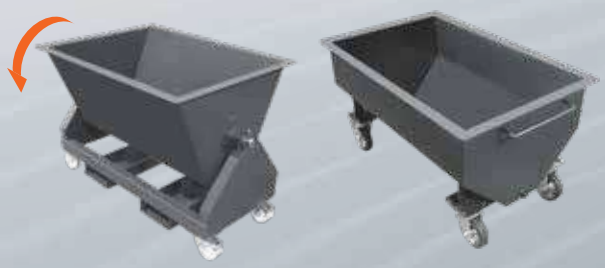
QT-Ez 8MY

Chip Disposal

6 Chip conveyor

Chips are quickly discharged out of the machine to reduce operator work.

Chip bucket (rotary/fixed)



7 Air hose prep

An air line is plumbed to the front of the machine near the operator door.

Coolant

Coolant system (213 psi pump)

A 213 psi coolant pump is installed on the coolant tank to pump cutting fluid through the turret position.

8 Additional head-side coolant nozzle

Cutting fluid discharges from a nozzle over the top of the headstock to remove chips from adhering to the chuck and/or workpiece.

Mist collector

Reclaiming the mist created in the machines is critical for a safe and productive work environment. Mist collection systems are sized to each specific model to ensure proper mist evacuation.

Mazak SUPERFLOW® 1000 psi high pressure coolant system

Using high-pressure coolant can boost productivity and maximize tool life by enabling improved chip control and thermal shock reduction.

Coolant temperature control

The chiller unit controls the coolant temperature in proportion with the room temperature, allowing for long-term high-precision machining.

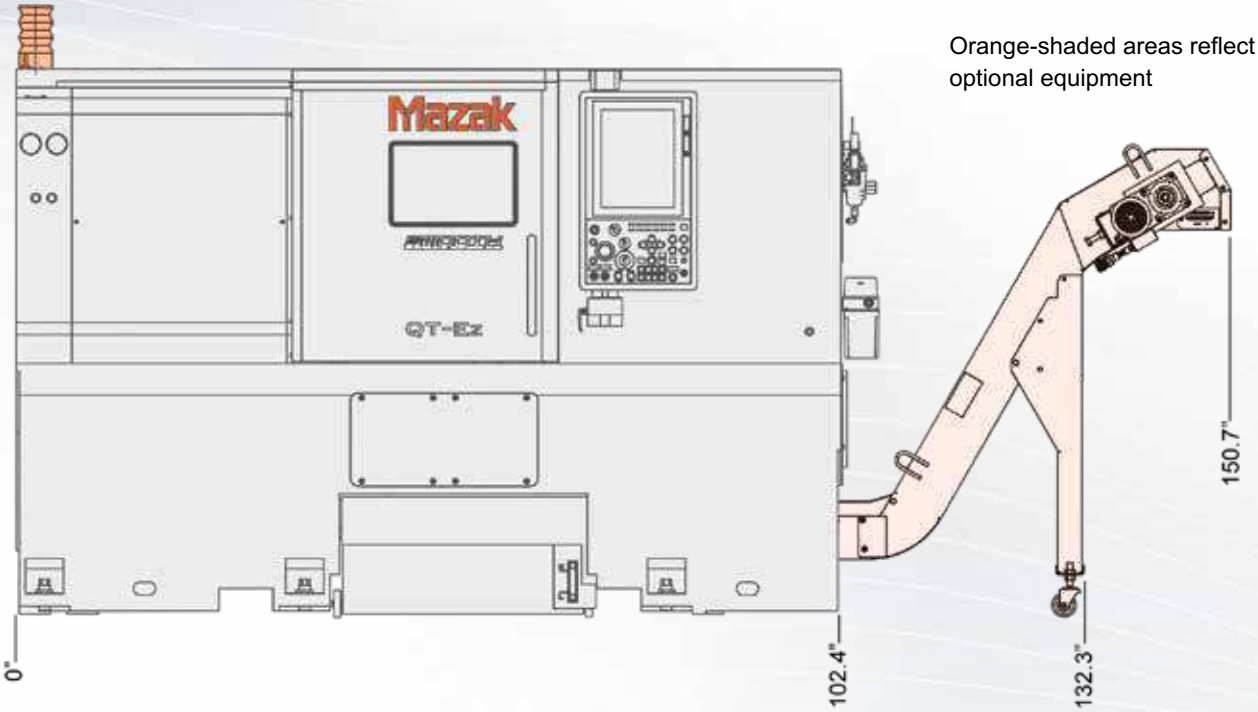
9 Coolant gun

A coolant pump installed at the rear side of the coolant tank pumps cutting fluid that is then discharged through a coolant gun mounted near the operator door.

External Dimensions – QT-Ez

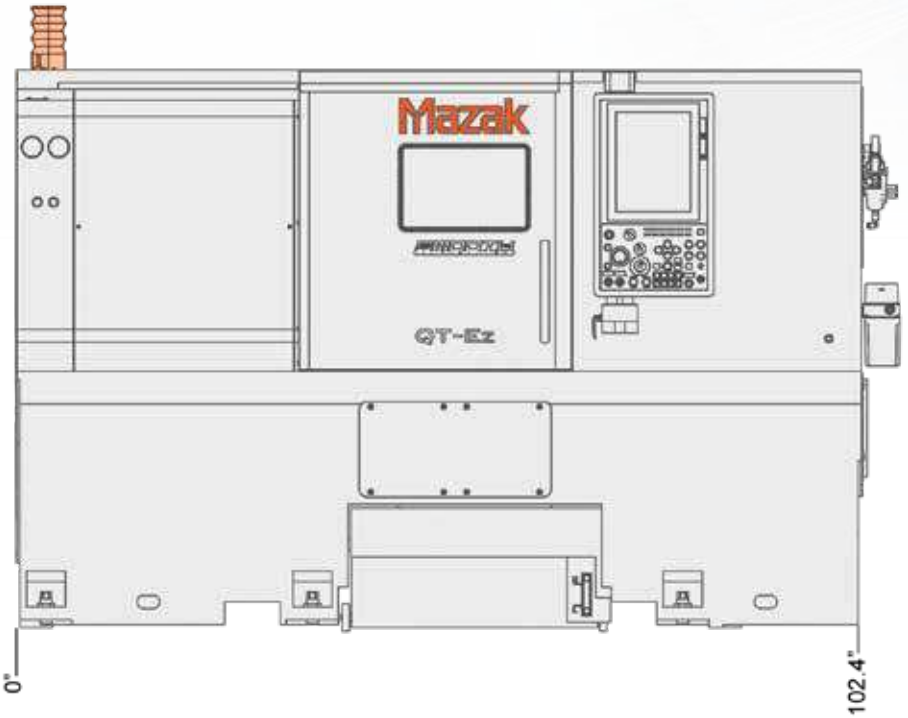
(FOR REFERENCE ONLY)

SIDE DISCHARGE CONVEYOR - ALL MODELS

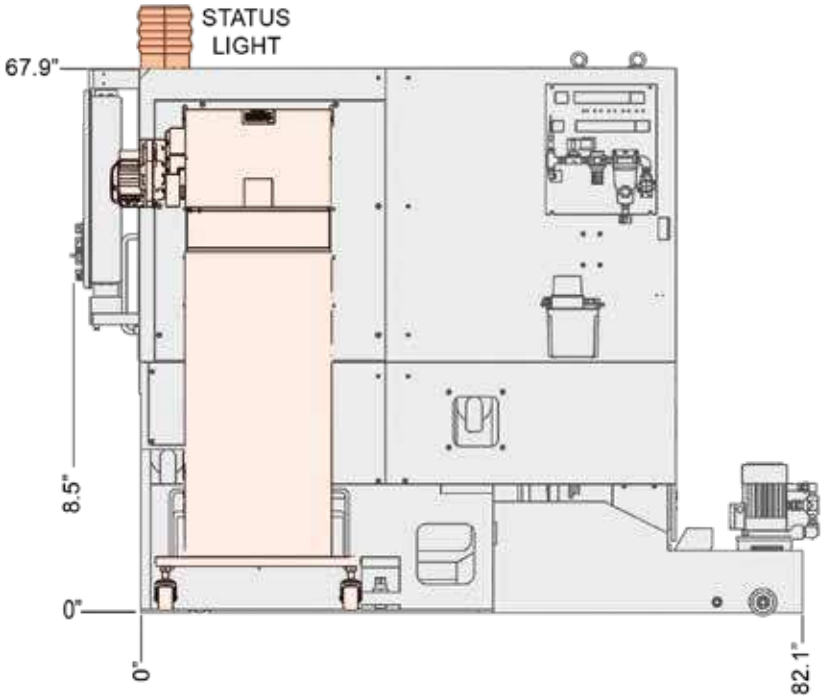


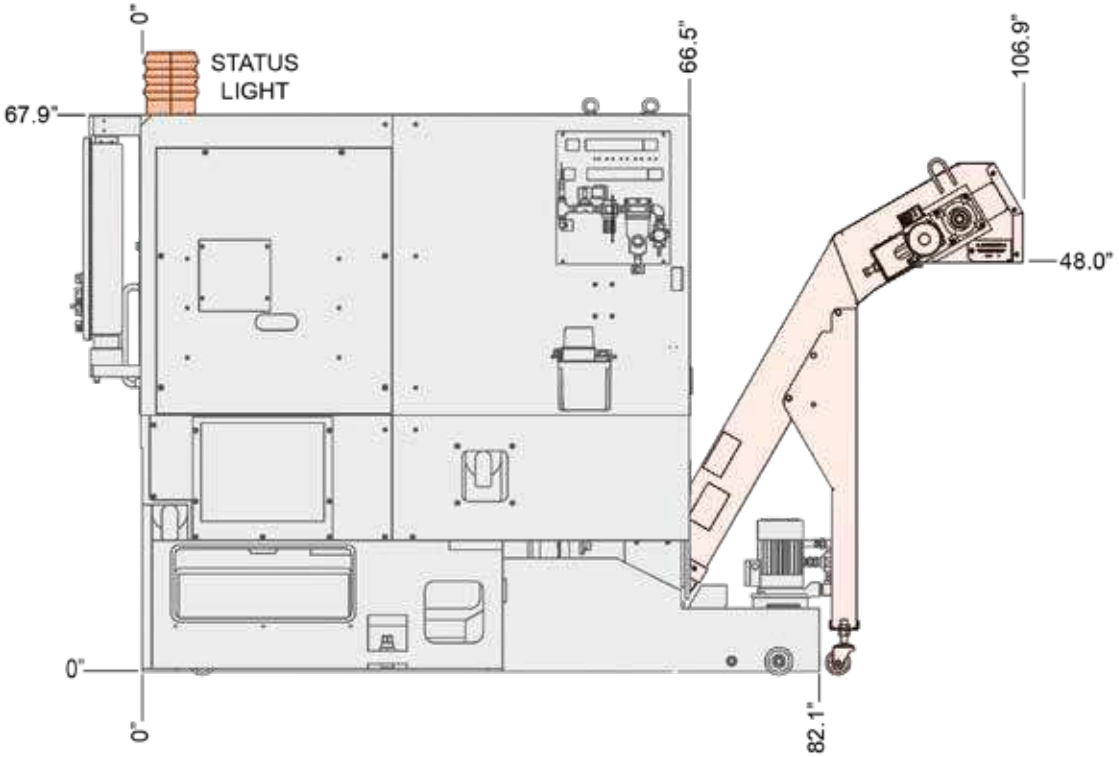
Orange-shaded areas reflect optional equipment

REAR DISCHARGE CONVEYOR - ALL MODELS



Orange-shaded areas reflect optional equipment


STATUS
LIGHT
67.9"
8.5"
0"
0"
82.1"


0"
STATUS
LIGHT
67.9"
66.5"
106.9"
48.0"
0"
0"
82.1"

Machine Specifications QT-Ez 8 Series

			QT-Ez 8	QT-Ez 8M	QT-Ez 8MY	QT-Ez 8MSY
Capacity	Maximum Swing	in (mm)	27.40 (695)			
	Maximum Machining Diameter	in (mm)	16.14 (410)	13.39 (340)		
	Standard Machining Diameter	in (mm)	8.35 (212)	9.25 (235)		
	Maximum Bar Work Capacity	in (mm)	2.0 (50.8)			
	Maximum Support Weight (Chuck)	lbs (kg)	440 (200)			
	Maximum Support Weight (Shaft Work)	lbs (kg)	1,100 (500)			-
	Maximum Machining Length	in (mm)	23.23 (590)	20.79 (528)		22.32 (567)
Main Spindle	Chuck Size	in (mm)	8 (203)			
	Maximum Speed	rpm	5,000			
	Maximum Speed (Optional 6" Chuck)	rpm	6,000			
	Motor Output (30-minute rating)	hp (kw)	20.0 (15)			
	Spindle Torque (Max)	ft-lbs (N-m)	123 (167)			
	Spindle Nose		A2-6			
Second Spindle	Chuck Size	in (mm)	-	-	-	5 (127)
	Maximum Speed	rpm	-	-	-	6,000
	Motor Output (30-minute rating)	hp (kw)	-	-	-	10 (7.5)
	Spindle Torque (Max)	ft-lbs (N-m)	-	-	-	38.3 (52)
Turret	Number of Tools	Number	12			
	Maximum Speed	rpm	-	6,000		
	Motor Output (10-minute rating)	hp (kw)	-	7.38 (5.5)		
Feed Axes	Travel (X Axis)	in (mm)	8.5 (215)			
	Travel (Y Axis)	in (mm)	-	-	4 (100)	
	Travel (Z Axis)	in (mm)	24.61 (625)	23.82 (605)		
	Travel (W Axis)	in (mm)	-	-	-	23.03 (585)
Dimensions	Machine Depth	in (mm)	82.1 (2,085)			
	Machine Length	in (mm)	102.4 (2,600)			
	Machine Height	in (mm)	67.9 (1,725)			
	Machine Weight	lbs (kg)	11,244 (5,100)	11,464 (5,200)	11,905 (5,400)	12,125 (5,500)

Machine Specifications QT-Ez 10 Series

			QT-Ez 10	QT-Ez 10M	QT-Ez 10MY	QT-Ez 10MSY
Capacity	Maximum Swing	in (mm)	27.4 (695.0)			
	Maximum Machining Diameter	in (mm)	16.14 (410)	13.39 (340)		
	Standard Machining Diameter	in (mm)	8.35 (212)	9.25 (235)		
	Maximum Bar Work Capacity	in (mm)	2.5 (63.5)			
	Maximum Support Weight (Chuck)	lbs (kg)	440 (200)			
	Maximum Support Weight (Shaft Work)	lbs (kg)	1,100 (500)			-
	Maximum Machining Length	in (mm)	22.72 (577)	20.12 (511)		21.81 (554)
Main Spindle	Chuck Size	in (mm)	10 (254)			
	Maximum Speed	rpm	4,200			
	Maximum Speed (Optional 8" Chuck)	rpm	4,500			
	Motor Output (30-minute rating)	hp (kw)	20 (15)			
	Spindle Torque (Max)	ft-lbs (N-m	143.8 (195)			
	Spindle Nose		A2-6			
Second Spindle	Chuck Size	in (mm)	-	-	-	6 (152.4)
	Maximum Speed	rpm	-	-	-	6,000
	Motor Output (30-minute rating)	hp (kw)	-	-	-	10 (7.5)
	Spindle Torque (Max)	ft-lbs (N-m)	-	-	-	38.3 (52)
Turret	Number of Tools	Number	12			
	Maximum Speed	rpm	-	6,000		
	Motor Output (10-minute rating)	hp (kw)	-	7.38 (5.5)		
Feed Axes	Travel (X Axis)	in (mm)	8.5 (215)			
	Travel (Y Axis)	in (mm)	-	-	4 (100)	
	Travel (Z Axis)	in (mm)	25 (635)	23.82 (605)		
	Travel (W Axis)	in (mm)	-	-	-	23.03 (585)
Dimensions	Machine Depth	in (mm)	82.1 (2,085)			
	Machine Length	in (mm)	102.4 (2,600)			
	Machine Height	in (mm)	67.9 (1,725)			
	Machine Weight	lbs (kg)	11,310 (5,130)	11,510 (5,220)	11,950 (5,420)	12,125 (5,500)

Machine Specifications QT-Ez 12 Series

			QT-Ez 12	QT-Ez 12M	QT-Ez 12MY	QT-Ez 12MSY
Capacity	Maximum Swing	in (mm)	27.4 (695)			
	Maximum Machining Diameter	in (mm)	16.14 (410)	13.39 (340)		
	Standard Machining Diameter	in (mm)	10.0 (254)			
	Maximum Bar Work Capacity	in (mm)	3 (76.2)			
	Maximum Support Weight (Chuck)	lbs (kg)	990 (450)			
	Maximum Support Weight (Shaft Work)	lbs (kg)	1,100 (500)			-
	Maximum Machining Length 500U	in (mm)	22.15 (562.5)	19.55 (496.5)		21.24 (539.5)
Main Spindle	Chuck Size	in (mm)	12 (305)			
	Maximum Speed	rpm	3,300			
	Maximum Speed (Optional 10" Chuck)	rpm	4,000			
	Motor Output (30-minute rating)	hp (kw)	30 (22)			
	Spindle Torque (Max)	ft-lbs (N-m)	285 (387)			
	Spindle Nose	-	A2-8			
Second Spindle	Chuck Size	in (mm)	-	-	-	6 (152.4)
	Maximum Speed	rpm	-	-	-	6,000
	Motor Output (30-minute rating)	hp (kw)	-	-	-	15 (11)
	Spindle Torque (Max)	ft-lbs (N-m)	-	-	-	66 (89.5)
Turret	Number of Tools	Number	12			
	Maximum Speed	rpm	-	6,000		
	Motor Output (10-minute rating)	hp (kw)	-	10 (7.5)		
Feed Axes	Travel (X Axis)	in (mm)	8.5 (215)			
	Travel (Y Axis)	in (mm)	-	-	4 (100)	4 (100)
	Travel (Z Axis)	in (mm)	25 (635)	23.82 (605)		
	Travel (W Axis)	in (mm)	-	-	-	23.03 (585)
Dimensions	Machine Depth	in (mm)	82.1 (2,085)			
	Machine Length (500U)	in (mm)	102.4 (2,600)			
	Machine Height	in (mm)	67.9 (1,725)			
	Machine Weight	lbs (kg)	11,375 (5,160)	11,575 (5,250)	12,015 (5,450)	12,324 (5,590)

Mazak MPower

To maximize machine tool investments, the Mazak MPower program represents a company-wide commitment to provide the best-possible, most-comprehensive support. MPower takes complete customer care to the next level, giving manufacturers the tools they need to achieve their business goals and ensure continued success.

MPower encompasses:

- Single-source service
- Technical support – machine and CNC
- Parts support
- Training
- Spindle and unit rebuild

SINGLE-SOURCE SERVICE

Mazak is a single point of contact for any Mazak-related service need, whether it involves a machine, control, accessory or automation solution. This effective service approach helps customers maintain the highest possible levels of productivity.

Benefits of Mazak's single-source approach include:

- Free technical phone support and software upgrades for the life of a Mazak machine
- Digital connectivity with Mazak for online part pricing and ordering
- My Mazak service portal for real-time access to account and service information, to open a case, check service technician availability or resolve issues via phone with tech support
- Guaranteed phone response to any technical question within one hour through a 24/7 technical phone support system
- More than 350 factory-trained Mazak service representatives and certified distributor personnel who can be onsite within 24 hours under most circumstances
- Wide variety of services, including laser calibration to ISO, ANSI and JIS standards; ball bar qualification and analysis; preventive maintenance plans and programs; and vibration analysis and benchmarking

TECHNICAL SUPPORT – MACHINE AND CNC

Comprehensive two-year warranties on every Mazak machine tool, paired with local support from a network of Technology and Technical Centers and expert technical service through the company's Remote Assist Services.

Remote Assist benefits:

- Shortens time to repair and reduces costs associated with in-person field service
- Just as in a face-to-face service call, technicians interact with a shop's connected devices to send specific work instructions and communicate with the customer
- Eliminates in-person diagnostics visits prior to parts order to avoid days of downtime
- Three-way connections let service technicians collaborate on solutions with other experts

PARTS SUPPORT

Identify, order and receive the replacements you need with unprecedented speed and ease through online access to every aspect of parts support. Whether you need a small part or a CNC repair, you're covered 24/7.

Benefits of the North American Parts Center include:

- Average 97% same-day parts shipment and after-hours shipping
- Digital connectivity with Mazak via PartsWeb to view pricing and online images of parts
- Easily place track orders from Mazak's inventory of more than 500,000 unique part numbers in stock
- Next-day deliveries
- Connect with Mazak call center Monday-Saturday
- Easy access to experienced part specialists
- Lifetime CNC parts support

Fully automated warehouse storage systems ensure the fastest delivery of Mazak spare parts.

TRAINING

Learn to operate, program and maintain your Mazak machine tools so you obtain the full value of your equipment, from installation throughout its working life. Take a self-paced course through our MPower On-Demand Learning (MODL) system, schedule an in-person class at one of our Technology or Technical Centers, or sign up for a customized seminar in your shop.

MPower On-Demand Learning:

- Custom-tailor training programs
- Select subject matter from more than 100 multi-level courses
- Schedule classes for times that suit your schedules, especially when in-person instruction becomes impossible or inconvenient
- Access essential courses anytime, anywhere
- Full engagement through both online instruction and virtual experiences
- Customized course offerings and subject matter meet your requests
- Adapt classes to suit learning levels and access exactly the right classes that will empower your team

SPINDLE AND UNIT REBUILD

Mazak's cost-effective Spindle Rebuilding Services offer customers fast and precise spindle rebuilding under the MPower umbrella. The Mazak Spindle Rebuild Department raises the bar in terms of efficiency and quality in OEM-factory-certified machine tool spindle rebuild services that significantly reduce customer downtime.

- More than three decades of spindle build experience
- Support for 2,000 machine tool spindle models and a wide range of horsepowers and speeds
- More than 1,000 rebuilt spindles in stock ready for exchange
- Average three to five days spindle rebuild turnaround time
- Capacity to rebuild 100 spindles per month

Mazak Capital Equipment Financing (MCEF)

MCEF is a one-stop choice for manufacturers throughout the United States who want fast, hassle-free, low-cost financing on Mazak equipment. Our knowledge of Mazak's product portfolio results in factory terms that can work to your advantage. Plus, with our direct access to machine specifications, delivery schedules and installation dates, we work to reduce additional paperwork or delays in the approval or shipment process.

Mazak
CAPITAL EQUIPMENT FINANCING

MCEF benefits:

- Provides flexible, timely and competitive financing for companies of all sizes
- Offers a one-stop, seamless purchasing experience with direct access to delivery and installation schedules
- Obtains application approvals quickly (often within 24 hours)
- Creates customized financing programs to meet your specific requirements
- Preserves bank credit lines for working capital for your company's growth

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QT-Ez SERIES

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