

# Warranty and maintenance guide

## RenAM 500Q/S



# Service activities

## Preventative maintenance (PM)

We currently offer **1, 2 or 3 year contracts** for machine cover, which includes two site visits (one standard and one full service) each year. This is to ensure your machine is still operating effectively and to reduce downtime due to avoidable repairs. Any appropriate retrofits and upgrades will be undertaken as part of the servicing. Furthermore, any additional service activities, such as flow sensor or battery changes, will be undertaken at the relevant point in the service contract with no extra days on site.

A PM contract can be taken out within the **first 3 months** after installation. After the end of the first year, PM is only available after completing a pay-as-you-go full service.

### Standard service

The standard service occurs after 6 months of each year of the contract, and offers a number of preventative measures that will extend the life of the machine and ensure efficient operation. The service engineer will complete an inspection of the machine, replace wear and tear parts, and perform a calibration and verification of the system. Parts for this service at month 6 of the contract are supplied at no additional cost under manufacturer's warranty. This will take **approximately 4 days** on site.

### Full service

The full service occurs at 12 month intervals and offers **all the aspects of the standard service**, with the additional change of calibrated oxygen sensors and various filters and bearings. This will take **approximately 8 days** on site.

## Extended warranty (EW)

Extended warranty is available as additional cover to the PM package. Renishaw will repair or replace any part that does not operate in the intended manner (excluding unreasonable wear and tear or misused parts). EW cannot be purchased as a standalone package; it must be purchased alongside PM.

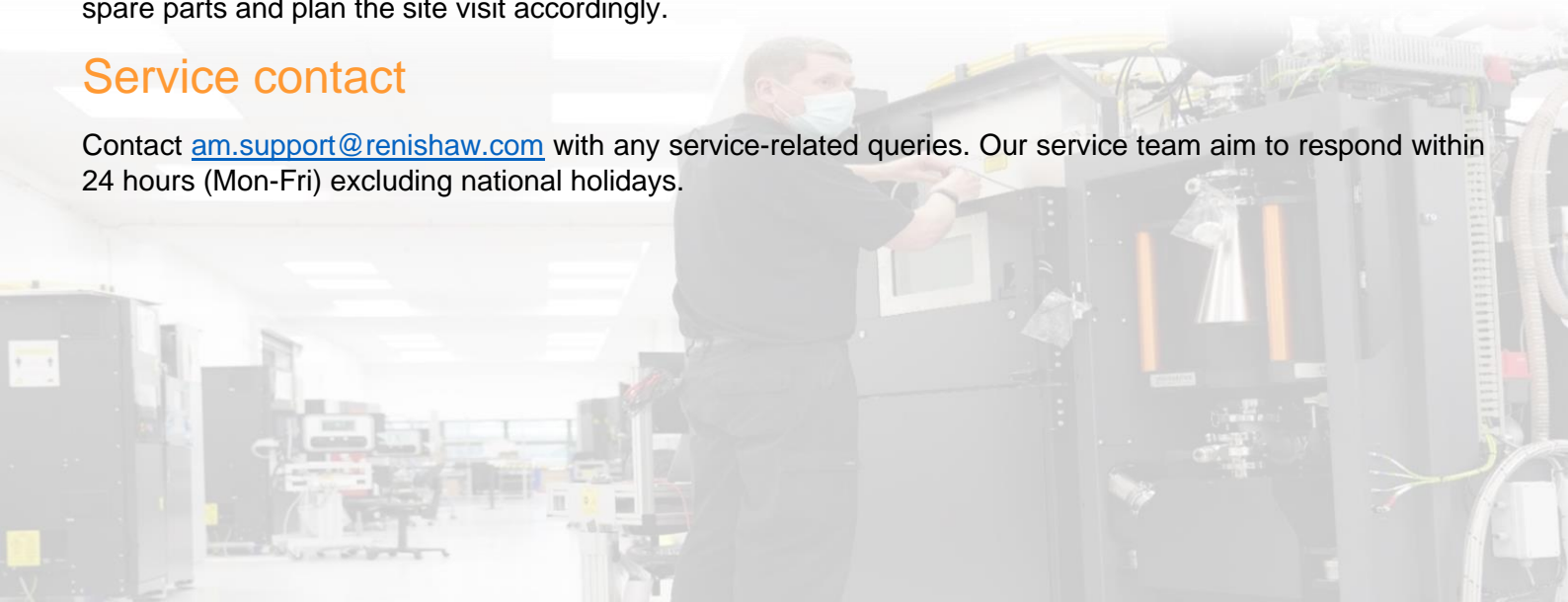
A manufacturer's warranty is included as standard in the first year for machine repair, and in the first two years for laser repair, at no additional cost.

## Remote service

If provisions are made by the customer to allow access, we offer the ability to remotely diagnose machine faults. This is **complimentary for PM customers**, and offered at an hourly rate for pay-as-you-go customers. Remote service can remove the need for a site visit if the fault found is software/HMI (Human Machine Interface) related. Remote diagnosis reduces machine downtime as the service engineer is able to travel with the required spare parts and plan the site visit accordingly.

## Service contact

Contact [am.support@renishaw.com](mailto:am.support@renishaw.com) with any service-related queries. Our service team aim to respond within 24 hours (Mon-Fri) excluding national holidays.



# Package benefits

## Preventative maintenance (PM)

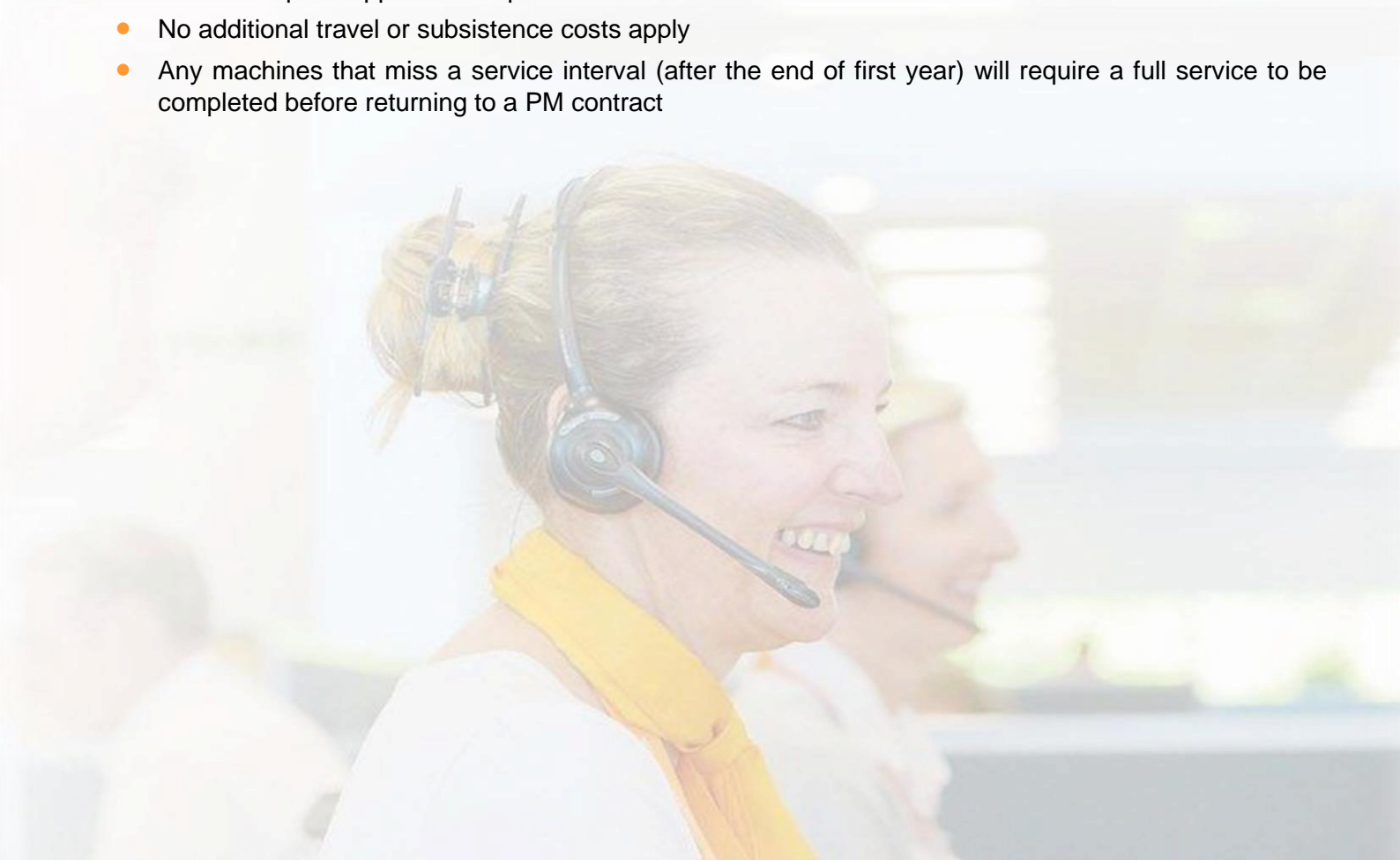
- **Two service visits a year** covered under the PM contract
- Hardware and software upgrades performed during regular services
- Exempt from any additional labour costs for repairs
- **15% discount** offered on parts for repairs
- No additional travel or subsistence costs apply
- **Priority on service engineer** availability for repairs
- Remote servicing is available free of charge
- **12-month machine** and **24-month laser** warranty as standard
- Renishaw customers with 3+ machines are also entitled to a **multi-machine discount**

## Extended warranty (EW)

- All of the same benefits from the PM package
- **No additional costs** incurred for any machine repairs required for parts that do not operate in the intended manner (excluding unreasonable wear and tear or misused parts)

## Pay-as-you-go

- Hardware and software upgrades included upon purchase of a full service
- **12-month machine** and **24-month laser warranty** as standard
- Charged at a day rate for labour costs
- Parts for repair supplied at list price
- No additional travel or subsistence costs apply
- Any machines that miss a service interval (after the end of first year) will require a full service to be completed before returning to a PM contract



# FAQs

**Q – Am I able to run my machine without servicing it?**

A – This is an option for customers under the pay-as-you-go system. However, the wear and tear parts that are replaced as standard as part of the PM contract will need to be replaced after a certain amount of time in order to ensure the machine operates effectively, and to reduce downtime due to avoidable repairs.

**Q – If I want to have my machine serviced and I haven't taken out a PM contract, what are my options?**

A – You are able to purchase a full service through pay-as-you-go. This includes a machine health check, after which you are able to return to a PM contract. Any required repairs must be completed before doing so.

**Q – Do I have to take out a PM contract to get an EW?**

A – Yes, EW is only available to customers with PM contracts.

**Q – If I require a repair on my machine and I don't have EW, is it covered under my PM contract?**

A – No, only EW customers have parts covered as part of their contract at no additional cost. However, PM customers pay no labour costs to repair the machine and are offered a 15% discount on replacement parts.

**Q – After my PM contract expires after 3 years, am I still able to get my machine serviced?**

A – Yes, PM and EW can be purchased on a year-to-year basis beyond year 3 of the contract.

**Q – As a PM customer, does my 15% discount on replacement parts apply alongside with my multi-machine discount?**

A – Yes, although the 15% discount only applies to all replacement parts bought outside of regular servicing. The further discounts for multi-machine use and purchasing in advance apply to package prices.

**Q – Are ancillaries covered in either the PM or EW contracts?**


A – A manufacturer's warranty is included as standard for all ancillaries in the first 12 months. The chiller will be the only ancillary covered under the extended warranty contract.

# Terms and conditions

The full maintenance agreement is available [here](#).

[www.renishaw.com/additivemanufacturing](http://www.renishaw.com/additivemanufacturing)

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