Customer Services

More Value
We offer you a complete service program. Service is our core competence!
Service is our core competence! Benefit from it so you can concentrate on your business.

3 Levels of Support

GF AgieCharmilles Customer Services

More Value
The availability of equipment, productivity and continuous improvement are essential drivers for your business. Therefore your service strategy is today a crucial success factor. GF AgieCharmilles Customer Services offers you a modular concept with 3 levels of support. Choose the services which fit best to your specific needs.

Operations Support

Achieve optimum levels of performance and precision in your daily operation. Operations Support offers you a wide range of Certified Consumables and Original Wear Parts.

Machine Support

Maximize the uptime of your machine. Original Spare Parts, Technical Support and Preventive Services to operate your equipment in perfect order and condition.

Business Support

Enhance the full potential of your operations. Business solutions tailored to your needs - your key to operational excellence.

GF AgieCharmilles Customer Services
Wire EDM Consumables
With 6,000 tons per year GF AgieCharmilles is the world’s largest distributor of EDM wires. But we are much more than only a distributor:
• More than 250 developed wire technologies
• Global Network of application engineers

Whatever your application needs are, precision, speed, surface quality or work piece complexity we offer the right wire and technology:
• Brass wires
• Coated wires
• Gamma phase wires
• X-wires
• Special wires

Operations Support
With Operations Support GF AgieCharmilles offers you a wide range of certified consumables and original wear parts, ensuring that your equipment is operating at peak precision and performance.
With these products you create a reliable production environment where all components are specifically designed and chosen to work together. Together with strategic partners we develop, certify and homologate specific consumables and wear parts.

At GF AgieCharmilles you buy more than a part, you get services, application support and technologies.

Original Wear Parts
We offer for all our machines the complete range of original wear parts, immediately available for you.

Operations Support
Achieve optimum levels of performance and precision in your daily operation

Original Wear Parts
We offer for all our machines the complete range of original wear parts, immediately available for you.

Die Sinking & Drilling EDM Consumables
• Electrodes (Copper, Graphite, Tungsten)
• Chemicals (Cleaners, Anti-Corrosion etc.)
• Dielectrics
• Drilling Tubes
• Lubricants
• Filters

A productivity loss of over 20% is caused by not using recommended certified consumables and original wear parts!

Other Consumables include
• Chemicals (Cleaners, Anti-Corrosion etc.)
• Deionization Systems
• Lubricants
• Filters
• Adhesives

Milling Consumables
• Chemicals (Cleaners, Anti-Corrosion etc.)
• Filters
• Coolants
• Lubricants
WE OFFER YOU A COMPLETE SERVICE PROGRAM. SERVICE IS OUR CORE COMPETENCE!
Machine Support

With Machine Support GF AgieCharmilles offers you Original Spare Parts, Technical Support and Preventive Services to operate your equipment in perfect order and condition.

Original Spare Parts
A guarantee to deliver the best results in terms of productivity, accuracy and reliability. By using original parts you minimize the risk of machine breakdowns and benefit from full warranty services. Our parts experts support you to identify the correct part for your specific need. 20% of the average machine downtime results from not using original parts!

Exchange Parts
Tested exchange parts are immediately available for you to minimize downtimes. In addition the same warranty conditions as on new parts apply.

Availability and Delivery
Availability and Delivery speed for highest uptime and productivity. Our outstanding parts availability guarantees, that more than 95% of all orders can be shipped the same day.

Our logistics network with main HUBs in Switzerland, China and the United States ensures fastest delivery times to any location around the world.

Preventive Services
Reduce unproductive hours and maintain the value of your equipment with GF AgieCharmilles preventive services.

Helpline
Immediate support from our experienced Helpline specialists. They have direct access to the GF AgieCharmilles know-how network ensuring fastest reactions. Whether for diagnosis in case of technical difficulties, parts identification or planning of quick service interventions we find a solution for your concerns.

Service Interventions
Our experienced service engineers are located close to you. In case of machine disturbances, maintenance services, installation of upgrades they are at your disposal. GF AgieCharmilles has a world wide network of service engineers, who are regularly trained through our Service Academy.

Maintenance Agreements:
Minimize your maintenance costs and optimize the functionality and precision of your equipment:
- regular examinations (depending on your machining hours)
- Using specific designed maintenance checklists for your equipment
- Detailed recommendations for corrective actions
- Exchange of wear parts

Additional services:
- Calibrations
- Geometrical measurements
- Certification support

Components Overhaul
Our experienced repair center overhauls and tests components. A service to ensure highest precision over the whole lifetime of your machine.

Machine Overhaul
After several years of operation we overhaul your equipment to recover the initial precision and productivity.

70% of the average machine downtime could be avoided with preventive services!
Business Support

With Business Support GF AgieCharmilles offers solutions tailored to your needs. Keep up with the pace of the continuously changing business and market environment. Business Support goes beyond traditional services. Together with you we realize individual solutions to strive for your operational excellence.

Enhance the full potential of your operations

Feasibility Studies, Test Cuts and Application Support
Feasibility studies and test cuts are carried out by our specialists in application centers world-wide. We give you confidence to have the right equipment and technology for your application. Benefit throughout the lifetime of your GF AgieCharmilles equipment from latest application know-how for your industry segment, giving you the competitive edge.

Customer Training
Make your employees real experts, increasing productivity and motivation. We provide modular and tailored training programs enabling you to achieve better results. Trainings can be held in our training centers or at your site.

Upgrades, Options and Accessories
Benefit from specifically developed and designed upgrades, options and accessories which lead you to a higher sustainable productivity, even after several years of operation.

Automation
Increase productivity and cost efficiency of your production system. We offer a wide assortment of automation solutions ranging from tool changers to individualized workflow management systems.

50% of the average machine’s potential remains unused due to a lack of training and support!
High-Speed and High-Performance Milling Centers

In terms of cutting speed, HSM centers are 10 times faster than conventional milling machines. Greater accuracy and a better surface finish are also achieved. This means that even tempered materials can be machined to a condition where they are largely ready to use. One essential advantage of HSM is that with systematic integration, the process chain can be significantly shortened. HSM has developed alongside EDM into one of the key technologies in mold and tool making.

Electric Discharge Machines (EDM)

EDM can be used to machine conductive materials of any hardness (for example steel or titanium) to an accuracy of up to one-thousandth of a millimeter with no mechanical action. By virtue of these properties, EDM is one of the key technologies in mold and tool making. There are two distinct processes – wire-cutting EDM and die-sinking EDM.

Laser ablation

Laser ablation supplements and extends the technologies offered by GF AgieCharmilles. With our laser technology we enable you to produce texturing, engraving, microstructuring, marking and labeling of 2D geometries right through to complex 3D geometries. Laser ablation, compared to conventional surface treatment using manual etching processes, offers economic, ecological and design advantages.

Operations, Machine and Business Support

Customer Services provides with three levels of support all kind of services for GF AgieCharmilles machines. Operations Support offers the complete range of original wear parts and certified consumables including wires, filters, electrodes, resin and many other materials. Machine Support contains all services connected with spare parts, technical support and preventive services. Business Support offers business solutions tailored to the customer’s specific needs.

Tooling, Automation, Software

Tooling for fixing workpieces and tools; automation systems and system software for configuring machine tools and recording and exchanging data with the various system components.