



Advanced Support Program

A Partnership with Thermwood

Continuous Updates

CNC Router technology has advanced dramatically and the rate of change is increasing. A machine purchased today may be at a competitive disadvantage to newer machines in just a few years. Thermwood is the only CNC router manufacturer that protects you from this danger by offering ongoing system software and hardware updates. The Advanced Support Program offers these updates at the lowest possible cost.

Service is Virtually Instant

Virtual Service is a powerful audio and video link, using an internet connection, between the customer's SuperControl and the Thermwood service department. When the "Virtual Service" link is established, the customer can see and talk to the Thermwood service technician and the service technician can see, not only the customer, but also all of the critical parameters of the control. It provides service in minutes, reducing both downtime and frustration.

Nearly Eliminate Service Cost

As a Thermwood customer you already know how incredibly reliable Thermwood machines are, but even healthy people invest in health insurance. As a member of the Advanced Support Program, your SuperControl is covered by an ongoing limited warranty, both parts and labor.

Thermwood operates the Advanced Support Program for two purposes, to keep your Thermwood CNC router updated and competitive and to insure against major expenses for repair. The unstated goal underlying the entire program is to do these things at the lowest possible cost to you, the Thermwood user.



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You have purchased your CNC router from the one company dedicated to continuous technical updates, Thermwood. Most CNC control and machine manufacturers want your machine to become old and obsolete so you eventually discard it and buy a new one. The problem is that you may spend many, many years nursing along a machine that really can't compete with the new machines your competitors are buying. Even if it is state-of-the-art when you buy it, it is quickly outdated by advancing technology. You are faced with a dilemma. If I don't buy a modern machine I won't be able to compete today and if I do buy one, it will quickly become obsolete and I still won't be competitive.

You have selected the best, most advanced CNC router on the market. Now, maintain your competitive advantage and keep your machine in top working order by joining the Advanced Support Program.

The Advanced Support Program is the Answer

Thermwood wants its customers to be the most competitive, most successful companies in the business. If our customers grow because of our machines, they will buy more machines. They will be successful and we will be successful, a great partnership.

Thermwood is in a unique position to support this partnership. We are the only CNC router manufacturer to control all technical aspects of our machines. We build our own controls and maintain an aggressive ongoing technical research and development program. We make certain that new advances can be retrofitted to older machines. Our competitors must purchase their controls from others. These commercial CNC control manufacturers get half or more of their annual revenue from replacing their own obsolete controls in the field. They have little interest in prolonging and enhancing existing controls, so even if the machine manufacturer would like to keep you updated, they can't do it.



Contact us at 1-800-221-3865 ext 251 or 319

The Advanced Support Program is Simple

Free Software Upgrades

You pay a small ongoing fee for each machine on the program. In return you get software updates, free of charge to bring your system up to current standards. If you are not on the program, this update will cost \$2,500. If new hardware is required for future software versions, those components will be quoted at the time of the upgrade. With the software and possibly hardware update you have the same features and performance as a new machine for a tiny fraction of new machine cost. This may mean faster speeds, smoother operation and new control features, but there is even more to the program.

Virtual Service

Members are provided with "Virtual Service". With this powerful audio and video link the customer can see and talk to the Thermwood service person and the service person can see, not only the customer, but also all of the critical parameters of the control. It essentially gives the service technician as much information as standing in front of the customer's control itself. The control can be diagnosed in real-time while programs execute. Corrections can be made to the control, programming errors found and corrected, and mechanical problems communicated. Videos, showing how to perform many maintenance functions, can be launched by Thermwood to be viewed by the customer. It reduces service cost but retains highly qualified service people. It provides service in minutes instead of days or weeks, reducing both downtime and frustration.

SuperControl Warranty on Parts

With the purchase of a new machine Thermwood offers a one-year limited parts warranty. There is no cost to correct defects in parts or workmanship during that period although, if a technician is required to travel to your facility you are required to cover the travel expenses. Under the Advanced Support Program this warranty is extended for the control system continuously. At any time should a part on the control system fail, it is covered just as if it occurred during the first year. Drive Modules, Frequency Converters, and Air Conditioners are not part of the full control system warranty.

Those of you who have run Thermwood machines for some time realize that the control is extremely reliable. If it weren't, we would not be able to make this offer. Still, things can and do fail and many times repair or replacement can be quite expensive. You can think of the Advanced Support Program as an insurance policy. For a small premium, an unlikely, but expensive problem can be handled at no cost. But there is more.



Free On-site Labor for Defective Parts

In addition to full parts coverage of the control, we offer continuing labor warranty on the control system and the machine (Labor Warranties apply to machines which are connected to Virtual Service and reside in the U.S. only). Should your machine fail for any reason, you can get a qualified technical service representative to travel to your facility for no cost other than travel expenses. This labor warranty does not cover routine maintenance or customer inflicted damage, only parts proven to be defective.

20% Discount on Replacement Machine Parts

In addition, repair parts for all machines enrolled on the program are available at a 20% discount from Thermwood's Service Department. A single major event can save you the cost of the program for several years.

Suggestion Area

The Advanced Support Program also has a web site located at www.thermwood.com. This site is designed to explain the program and inform you of what you might be missing with older control software. The site also has a suggestion box where customers that are on the program and also people that are not on the program can give us their suggestions for software enhancements. We want to know your ideas, being first hand users of the SuperControl, for potential features that could benefit you in your daily operation.

Visit us at www.thermwood.com.

The Advanced Support Program... Join today and prosper!

Advance Support Program in Short...

- Software upgrades, a \$2,500 cost, will be issued at no charge to you as long as you remain on the program, does not include hardware if required.
- Electronic hardware, if required, for the above mentioned future software upgrades will be quoted to you.
- The SuperControl will be under warranty as long as you remain on the program. Warranty includes parts and labor. Customer is to pay actual travel expenses.
- The machine will be under warranty as long as you remain on the program. Warranty includes labor only. Customer is to pay actual travel expenses.
- Includes Virtual Service, video and audio link between the customer and Thermwood's Service Department.
- All machine replacement parts are available at a 20% discount as long as you remain on the program. Items such as cutter bits, fixture supplies, and spindle collets are excluded from this discount.



The Advanced Support Program is available for any current model Thermwood machine equipped with a SuperControl for \$225.00 monthly per machine or annually or every five years at a discounted rate (reference the payment chart below.)

Advanced Support Program Fees*

<u>Machine Qty.</u>	<u>Annual Fee</u>
1.....	\$2,500.00 per machine
2 to 5.....	\$2,250.00 per machine
Over 5.....	Contact Thermwood

<u>Machine Qty.</u>	<u>5 Year Fee (5 yrs for the price of 4yrs)</u>
1.....	\$10,000.00 per machine
2 to 5.....	\$9,000.00 per machine
Over 5.....	Contact Thermwood

Machine quantities are based on single site locations.

Machine quantities are based on machines enrolled in the program.

*Thermwood reserves the right to modify or cancel the Advanced Support Program to customers that are past due on account, show signs of machine misuse, abuse or do not perform proper maintenance on the machines. Thermwood Corporation reserves the right to inspect any machine prior to a machine placed on the Advanced Support Program.

That's the Advanced Support Program. Designed to keep you competitive, designed to handle problems and designed to do both at the lowest possible cost. With this program Thermwood is joining in partnership with its customers. The fees collected are intended not only to fund the program but also to help fund an even higher level of research and product development, which is then used to update the very machines that funded the effort. We at Thermwood believe that with the Advanced Support Program everyone is the winner. We become even stronger in our market because of loyal customers. Our customers become stronger in their market because they are using the most advanced state-of-the-art technology available.

You have selected the best, most advanced CNC router on the market. Now, maintain your competitive advantage and keep your machine in top working order by joining the Advanced Support Program.

Visit us at www.thermwood.com