



# MAINTENANCE TRAINING

TRAINING AND SUPPORT  
FOR MAZAK MACHINES

**Mazak**  
Your Partner for Innovation

## IF YOU HAD AN ALARM WHAT WOULD YOU DO?

**Machine tools are highly sophisticated assets which require maintaining to achieve maximum productivity, accuracy and reliability.**

Well trained maintenance technicians can play a vital role in maximising machine uptime, but only if they have the skills and knowledge to understand how the machine functions. Gathering and interpreting machine data relating to errors and performance allows the maintenance technician to quickly diagnose and resolve issues.

When a machine is down, every minute costs money. Experience tells us that lengthy downtime is often avoidable if your technicians understand what has caused the machine to stop.

All too often alarms are not understood or are misinterpreted. Control diagnostics, which provide valuable machine information regarding the

machine condition, are not used or are not known.

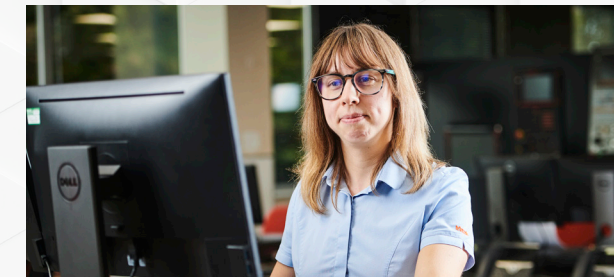
Mazak Academy Training is the answer to aiding your technicians with the need-to-know techniques and information that can prevent costly machine downtime and minimise maintenance costs.



## A MAINTENANCE PARTNERSHIP

At Mazak, we believe that machine tool maintenance is a partnership. We develop our customer's knowledge to diagnose faults and perform routine maintenance procedures, whilst providing the vital safety net of specialist service engineering support for more complex issues.

Our aim is to help your technicians make informed decisions to enable them to accurately diagnose faults and decide if the problem can be handled 'in-house'. If it cannot, your technicians will be able to brief the Mazak Service Department to ensure that our Technical Support Engineers can assist to quickly resolve the problem remotely or schedule a Service Engineer visit.





# MAZAK CUSTOMER MAINTENANCE TRAINING PROGRAMME

**Our Customer Maintenance Training Programme helps you take control of your machines by giving your technicians the skills to collect and interpret the comprehensive information available from Mazak machines.**

The development of your Maintenance Technicians' knowledge and skills will enable them to diagnose, fault-find and resolve machine problems, enhancing machine uptime and performance.

The majority of our training courses are held at our European Headquarters in Worcester and are very practical, with plenty of opportunity to get hands-on with the machines. Alternatively, we can schedule courses at customer premises using your own machine.

**Our maintenance training programme covers everything from machine drawings through to the servo system, alarms, control diagnostics and troubleshooting with PLC.**

- How to read electric drawings
- How to use mechanical parts list
- Control structure
- Using diagnostic menus
- Changing parameters
- Decoding hexadecimal
- How to use diagnostic monitors
- How to use data I/O
- How to use ladder to fault find
- Remote I/O system
- Alarm priorities and structure
- How to do NC backup
- How to set axis strokes
- Machine structure
- Basic machine alignments
- ATC recovery

We can tailor bespoke training courses for your individual needs, please contact us at [customertraining@mazak.co.uk](mailto:customertraining@mazak.co.uk) for further information.

## REQUIREMENT

An initial assessment is conducted to identify your requirements and what you would like to achieve from the training course

## PLAN

A plan is presented and agreed upon.

## OUTCOME

Training is delivered via classroom learning, video and hands-on experience both in the factory and our purpose built 'Hands-on-Area'. Individual learning styles are recognised and training is adapted accordingly with measured learner outcomes via continual assessment and encouragement.





## KNOWLEDGE IS POWER

**The Mazak Customer Maintenance Training Programme provides your technicians with the knowledge and ability to take control of machine downtime.**

Your technicians will gain an understanding of control diagnostics, where the alarms originate, allowing them to determine the appropriate course of remedial action.

They will be able to relate machine manuals to the control and have detailed knowledge of fault finding machine systems.

Most importantly, your technicians will have the knowledge to diagnose machine issues and faults accurately.

## ONGOING SUPPORT

Mazak also offers a scheduled service care package to ensure that customers gain maximum benefit from Mazak machine ownership for the full extent of their operational life.

**Contact details:**

For further information about Mazak training courses and service packages please contact:

Customer training: [customertraining@mazak.co.uk](mailto:customertraining@mazak.co.uk)

Service packages: [service@mazak.co.uk](mailto:service@mazak.co.uk)

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[www.mazakeu.co.uk/customer-support/training](http://www.mazakeu.co.uk/customer-support/training)

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