

Opening of China Parts Center

On Monday May 23th, the China Parts Center was opened to provide enhanced after sales service and support to Mazak customers in China.

The New China Parts Center is located next to the Shanghai Technology Center and has a land area of 6,561 m² and a total floor space of 4,411 m². The new facility will provide after sales service and support which includes the stocking of spare parts and dispatching them to customers in China, training school for customers and service staff and the technical phone support center that operates 24/7.

The stocking and dispatching of spare parts that were previously administered by individual Mazak facilities (including the Shanghai Technology Center and the Ningxia Little Giant Machine Tool Co., Ltd) will now be handled by the China Parts Center. This new centralized parts center will operate 24/7 to provide improved support to customers. In order to ship up to 95% of spare parts within 24 hours of receiving an order, the China Parts Center is equipped with state-of-the-art automatic vertical stockers for parts management of small to very large parts. The system is designed to provide Mazak customers the most responsive parts order and dispatch service available.

The training school offers maintenance courses for customers as well as Mazak service staff. By having a variety of units such as a spindle unit, table, milling axis, and others at the training facility, customers can learn practically and effectively failure diagnostics and other procedures. The China Parts Center will provide further improvements to the service and support capabilities Mazak can provide to customers in China.



China Parts Center (front building, Shanghai Technology Center, on left)

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Information in this press release is current at the time of publication.

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