

SERVICE SUPPORT PROCESS

Need service support for your Mazak laser? Follow this guide for assistance.

SERVICE SUPPORT CONTACT INFORMATION

Phone: 888-MAZAK-US (62925-87)
Email: service@mazaklaser.com
Fax: 847-252-4598
Hours: Monday - Friday from 6:30AM to 10:30PM CST
Saturday – Sunday from 8:00AM to 8:00PM CST

The following information is required when requesting service support.

COMPANY



- Your Company Name
- The Serial number of your Mazak laser
 - *Located on the placard attached to the machine*
- A Contact Name, return phone number, and/or email address

TROUBLE SHOOTING AND QUOTES FOR SERVICE VISITS

You can reach our Technical Support Team by phone or email. Please make sure you have the following information before contacting.

REQUIRED INFORMATION



- Company name
- Serial number of your Mazak laser
 - *Located on the placard attached to the machine*
- Contact name, return phone number, and/or email address
- Operating hours of the machine
 - *Located on the mechanical hour meter in the resonator or on the Time tab of the command screen use the laser on time*
- List of alarms if applicable
- Symptoms of the problem you are experiencing
- Part number and/or picture of the part