




## Vertical Motion Products

To maximize your machine uptime, CI offers the following 4 Levels of comprehensive support based on your needs and budget.

Learn More: [www.e-ci.com/support-plans](http://www.e-ci.com/support-plans)

|                | Phone & Email | TeamViewer & Merged Reality Support | Onsite Service Labor | Parts |
|----------------|---------------|-------------------------------------|----------------------|-------|
| <b>Basic</b>   | ✓             |                                     |                      |       |
| <b>Plus</b>    | ✓             | ✓                                   |                      |       |
| <b>Pro</b>     | ✓             | ✓                                   | ✓                    |       |
| <b>Premium</b> | ✓             | ✓                                   | ✓                    | ✓     |




| Plans   | Plan Details   | Machines Covered                                   |
|---|--|--|
| <b>Basic</b>  | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> </ul>   | All Press Brakes                                   |
|   |  | All Shears   |
|   |  | All Conveyors                                      |
| <b>Plus</b>   | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> <li>TeamViewer</li> <li>Merged Reality Support </li> </ul>  | All Press Brakes                                   |
|   |  | All Shears   |
|   |  | All Conveyors                                      |
| <b>Pro</b><br><small>Available for machines 1-10 years old contingent upon inspection</small> | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> <li>TeamViewer</li> <li>Merged Reality Support </li> <li>On Site Service - Labor Only (Excludes Upgrades &amp; Retrofits)</li> <li>10% Discount on Parts (Excludes Upgrades &amp; Retrofits)</li> </ul>  | PF/BX (1 - 10 Years old)                           |
|   |  | AF/MX/FMII/GX (1 - 10 Years old)                   |
|   |  | Large Brakes (400 ton & larger) (1 - 10 Years old) |
|   |  | Multiple machine discounts considered              |
|   |  | Any products older than 10 years consult factory   |
|   |  |  |
| <b>Premium</b><br><small>Only available with new machine purchase</small>                     | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> <li>TeamViewer</li> <li>Merged Reality Support </li> <li>On Site Service - Labor &amp; Parts (Excludes Consumables, Upgrades &amp; Retrofits)</li> <li>Parts (Excludes Consumables, Upgrades &amp; Retrofits)</li> <li>10% Discount on Consumable Parts (Excludes Upgrades &amp; Retrofits)</li> </ul> | BX/GX  |
|   |  | AF/PF  |
|   |  | MX & Large Brakes (400 ton & larger)               |
|   |  | All Shears   |

## CNC Table Products

To maximize your machine uptime, CI offers the following 4 Levels of comprehensive support based on your needs and budget.

Learn More: [www.e-ci.com/support-plans](http://www.e-ci.com/support-plans)

|         | Phone & Email | TeamViewer & Merged Reality Support | Onsite Service Labor | Parts |
|---------|---------------|-------------------------------------|----------------------|-------|
| Basic   | ✓             |                                     |                      |       |
| Plus    | ✓             | ✓                                   |                      |       |
| Pro     | ✓             | ✓                                   | ✓                    |       |
| Premium | ✓             | ✓                                   | ✓                    | ✓     |

| Plans   | Plan Details   | Machines Covered                                 |
|---|--|--|
| <b>Basic</b>  | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> </ul>   | All Lasers                                       |
|   |  | All Automation                                   |
| <b>Plus</b>   | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> <li>TeamViewer</li> <li>Merged Reality Support </li> </ul>   | All Lasers                                       |
|   |  | All Automation                                   |
| <b>Pro</b><br><small>Available for machines 1-10 years old contingent upon inspection</small> | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> <li>TeamViewer</li> <li>Merged Reality Support </li> <li>On Site Service - Labor Only (Excludes Upgrades &amp; Retrofits)</li> <li>10% Discount on Parts (Excludes Upgrades &amp; Retrofits)</li> </ul>  | CL900  |
|   |  | CL400  |
|   |  | CL5  |
|   |  | CL6/CL7/CL7A                                     |
|   |  | CL707  |
|   |  | CL800  |
|   |  | Any products older than 10 years consult factory |
| <b>Premium</b><br><small>Only available with new machine purchase</small>                     | <ul style="list-style-type: none"> <li>Email Support</li> <li>Phone Support</li> <li>TeamViewer</li> <li>Merged Reality Support </li> <li>On Site Service - Labor &amp; Parts (Excludes Consumables, Upgrades &amp; Retrofits)</li> <li>Parts (Excludes Consumables, Upgrades &amp; Retrofits)</li> <li>10% Discount on Consumable Parts (Excludes Upgrades &amp; Retrofits)</li> </ul> | CL400  |
|   |  | CL900 (4kW)                                      |
|   |  | CL900 (6kW)                                      |
|   |  | CL900 (8kW)                                      |