

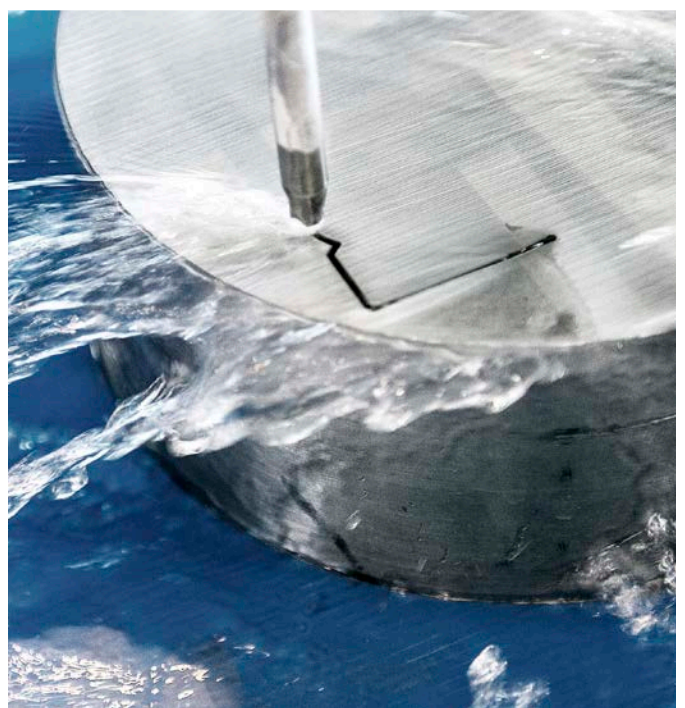
Waterjet specialists - at your service

Devoted to
performance



WATER JET SWEDEN

Waterjet Sweden's Customer service team operates in more than 40 countries worldwide. Our staff specializes in waterjet cutting and are rightly appreciated for fast and efficient support, trouble shooting and great personal commitment. We strive to give you high performance, low total cost, reliability and long life of machinery and peripherals.



Technical Support

Our experts only work with waterjet cutting. They have many years of experience, deep knowledge and help you to quickly correct errors and optimize your cutting process. Our Hot-Line support is available 24/7 and with Team Viewer we connect and provide support directly online. We stay in a continuous stand-by mode in order to help you obtain optimal performance, lower total cost, added uptime and an extended life span out of your machinery.

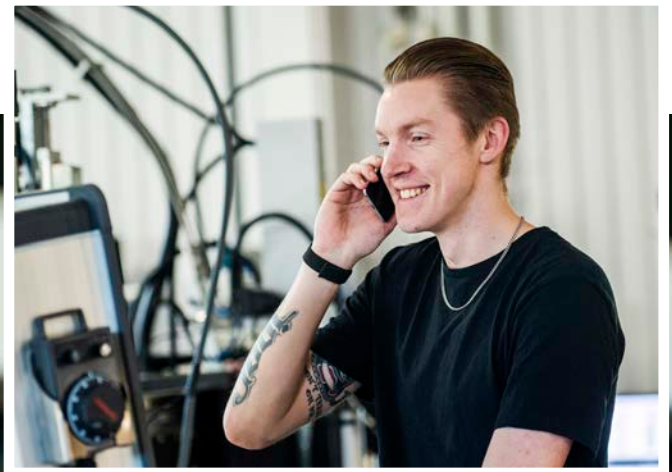
- **High pressure pumps** - mechanical and software support. We help you with technical troubleshooting, selection of spare parts, cutting optimization by selecting parameters and pump settings and pump handling.
- **Machine support (mechanics)** - mechanical support that includes technical troubleshooting, selection of spare parts, cutting optimization by selecting parameters, machine setting, and handling support.
- **Machine support (system)** - control system and electrical system. It includes online troubleshooting, updating software, adding new options, programming support, update of drawing bases for electrical drawings.
- **CAD/CAM-programming and system operations**
We assist you with programming, material optimization and parameter settings to create the most effective cutting results. We also offer software update, add new options and make online troubleshooting.

WJS SUPPORT AGREEMENT

WJS Support Agreement gives you unlimited telephone support and direct access to WJS Hot-Line and Team-Viewer at a fixed price. WJS Support Agreements only cost €1/day (€365/year), wherever you are. Support is otherwise charged at applicable hourly rate, per hour started.

“We help you optimize your cutting. The right setup saves time, abrasive, money and our environment.”

RONNY MARTINSSON, MANAGER
CUSTOMER SERVICE & AFTERMARKET



Original Parts

Top quality and fastest delivery on the market. Ensure your machine's performance with original parts from world-leading suppliers for consistent performance and long life. We always ship them the same day as you order them!

WJS original parts consist of a mix of inhouse parts and world-leading brands, in order to always offer the best combination of quality and range.

- **In-house design** - Water Jet Sweden's original parts include wear and spare parts for the entire cutting process, from abrasive feed to cutting and sludge handling. They have proven design and are carefully tested. In-house parts are based on well-defined user needs and to have the best fit on Water Jet Sweden machines, using leading manufacturers. The material specifications are based on many years of experience in waterjet cutting and continuously follow the development of technology.
- **Leading suppliers** - Water Jet Sweden use well known, established suppliers when building our machines. We have the same philosophy when it comes to spare parts. Always original, from world-leading suppliers within their fields. We offer original parts from companies such as KMT, BFT, Hammelman, Fanuc, Bosch Rexroth, Renishaw and Kennametal
- **Tested and quality assured** - to ensure your performance and machine safety, all parts are carefully tested before they are available. This also applies to original parts from our suppliers such as BFT and KMT. Everything is tested in our own test facility before it is included in the range.
- **Fast and flexible delivery** - We always make shipments as quickly and cost-effectively as possible and use well-known international distributors such as DHL, Schenker, UPS. Or the customers can choose a distributor to their own liking. If we receive an order no later than 3 pm, we will always send the shipment the same day.

CREATE YOUR OWN SPARE PARTS CATALOGUE

On our website, customers are offered a complete spare parts catalogue with all orderable spare and wear parts online. The site has a secure, personal login and is a practical tool to quick and easy find the right parts. There you can easily create a favorite list for your own machine.



Staff Training

Get the full potential out of your machine investment with our appreciated staff training. The right training contributes to both increased efficiency and profitability.

- **Basic waterjet training** - training which is included in the purchase of a new machine. The training consists of two parts. CAD/CAM programming and Machine Operations.
 - GEMS CAD/CAM - is a three-day course where staff learn programming and parameters to optimize waterjet cutting. It is carried out either in our production facility in Ronneby, or on site at the customer's premises.
 - Machine training - covers machine operation and pump handling and machine safety. It takes place on site and is based on the customer's own machine solution.
- **Supplementary operator training** - Basic waterjet training for new staff who need supplementary training. The scope depends on which areas need to be supplemented. It is ordered per number of days and is usually carried out on site at the customer's premises.
- **Cutting Optimization training** - In-depth training for specific production needs. The course is adapted to the customer's specific materials, machine solution and production requirements. For example, how to optimize nozzle and sand flow for best cutting results or how to optimize the system when buying another pump.
- **Machine safety training** - review the machine's conditions, protection, risks and safe handling on site. It usually takes one day and is often combined with other training.
- **In-depth training** - Courses that provide in-depth knowledge in specific areas. These can include areas such as machine safety, operation and control machine and pump, maintenance, CAD/CAM programming or new software modules. The number of days is adjusted as needed. Training often takes place on site. Some sections can be done remotely.

INCREASE YOUR PROFITABILITY

Waterjet cutting is often said to be "a minute to learn, lifetime to master". With basic training, almost anyone can run a water-cutting machine. With some additional training, you get can increase efficiency, cutting quality or reduce cost to get a competitive advantage.



Preventive maintenance

Preventive maintenance is all about minimizing down-time! With preventive maintenance agreement, you ensure that the machine works when you need it, at a predictable cost.

WJS SERVICE AGREEMENT

WJS Service Agreement is an agreement on regular service intervals after 3000 operating hours or once a year. During the service visits we check the whole system. The pump is taken apart, checked and oil and seals are changed. The machine is thoroughly reviewed, checked that all parts are working as expected and lubricated, we measure tolerances, perpendicularity, and replace what needs to be replaced.

With WJS Service Agreement we offer a fixed price for work and travel costs in connection with the service, and a favorable price on spare parts.

WJS Service Agreement is required to obtain Water Jet Sweden Five-Year Performance Warranty, a mechanical guarantee stating the machine will meet the same performance requirements after five years or 10 000 hours, as when it was first delivered. WJS Service Agreement can only be signed by customers using WJS Original Parts.



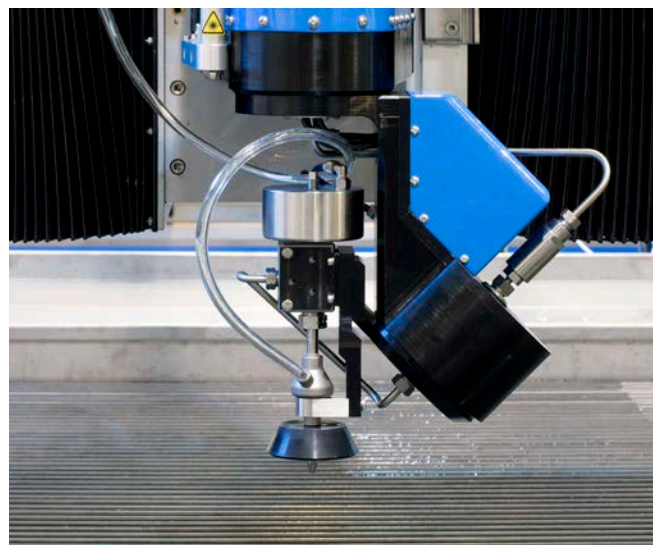
Machine upgrade

As your business is changing and develop, we can help you adapt your existing machine system to your current needs. There are several different ways to upgrade as an alternative to buy new machine, which in many cases turn out to be a profitable choice of investment. Common machine upgrades are:

- **Extra cutting head** - get double capacity with a parallel cutting head.
- **Alphajet® TVL Cutting Tool** - complement your 2D cutting with angle compensation
- **Beveljet 60® Cutting Tool** - upgrade to 0-60° bevel cutting.
- **WJS Online vessels** - non-stop abrasive supply for cutting without interruption.
- **Sludge Separation Tower** - enables dry big bag handling of used abrasive
- **WJS Volume** - efficient abrasive removal system for large cutting volumes

- **PanelOne® Control system** - modern control system makes an old machines like new

Our machine upgrades always include installation, training and commissioning and are offered at a fixed price.



Relocation of machinery

Moving your machinery to a new position or relocating within your premises? We can make the process uncomplicated while minimizing your downtime. We take an overall responsibility - including pre-inspection, dismantling, transportation, assembly and installation. The service also includes performance evaluation and test cutting.

- **Pre-inspection** - site visit to check the new premises and facility. Identify needs for updated safety, power supply, water supply, and water quality. We make an installation layout for the new premises, which shows the placement of machinery and peripherals as well as connections for electricity, water, air and sewerage.
- **Machine status review** - a review of the machine to identify repairs that need to be done in connection with the relocation.
- **Disassembly** - dismantle the machine, pack and prepare it for transport and loading
- **Transportation** - Transport according to the customer's requirements. Our staff have specialist knowledge of machine transportation and know what should be taken into account when ordering transport. We arrange and procure the transportation or the customer can choose their own transport solution.
- **Installation** - includes unloading, placement according to prepared layout drawing, assembly, connection to electricity, water, air and sewerage.
- **Commissioning** - measurement of machine's performance and test cuttings together with the customer before signing delivery approval.

A relocation of machinery normally takes 3-4 days if the new address is within the same region. 1-2 days to disassemble and load and 1-2 days to install and deploy. Relocation of machinery is offered at a fixed price at total liability, otherwise charged per hour.



General Water Jet Sweden benefits

Designed to meet your specific needs

Our machine solutions are based on a wide range of product categories, and each machine build is treated as a unique project, designed to meet specific customer needs.

World class CNC systems

To secure Water Jet Sweden machines as high-performance production tools all machines run with Fanuc CNC systems, with the best reliability and highest availability in the world.



Five Years Performance Warranty

Thanks to the robust mechanical design and our patented guiding system, we can ensure reliable machine performance over an extensive life span. Due to these facts, we offer a performance warranty spanning over 5 years or 10 000 hours of operation!



Turn-key Delivery and Performance Testing

All machines are thoroughly tested before delivery, with advanced testing equipment from Renishaw such as AS XL-80 Laser for static laser measurements and Q-10 Ballbar dynamic performance for accuracy and repetition. Our turn-key delivery always includes installation, training and on-site performance verification to secure customer operation.

PanelOne® HMI

PanelOne® is an easy-to-learn, simple-to-use machine control unit, developed specifically for waterjet cutting. The panel has a touch screen graphic HMI, a clean work table with joystick and easy access buttons for the key functions, online diagnostics and several time-saving operating functions. Available for all Select and Micro machines.

Lifetime Support by Waterjet Specialists

The WJS service team is highly specialized within the field of waterjet cutting. They are rightfully appreciated for fast, efficient support, online trouble-shooting and a high degree of personal commitment. Via our hotline support, our technical expertise is available on a 24/7 basis — and we always ship your spare parts on the very same day you order them!



Certificate



Check out how to build a water jet machine in three minutes:



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Devoted to
performance

