

Concept Machine Tool

Subject: FW: Testimonial

From: Mike Hilgers
Sent: Thu 1/29/2009 6:33 AM
To: Joseph Wellcome
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We recently purchased a used Mitsubishi Wire EDM through Concept machine tool. The machine tool rebuilt by Encore EDM Inc, in Wood Dale, Ill has been completely refurbished down to the Paint.

A review of the machine tool at Encore was arranged by Concept Machine Sales Engineer Joe Wellcome. At Encore, I was shown the entire rebuild process, by Sr. Product Manager Tony Palazzo. Along with a test cut demonstrating the machine tool accuracy and working condition. We were also supplied with a 50 point check list, Renishaw Ball Bar diagnostic check, Voltage check, and complete list of components replaced.

On acceptance of the working condition of the machine, arrangements for shipping were made the following day by Encore. The machine tool was delivered, and setup in less than a week. Training was arranged and completed the following week. From start to finish we were making parts in 2 weeks.

With the guidance of Concepts Machine Sales Engineer Joe Wellcome, the purchase, delivery, installation, and training was seamless.

This machine tool comes with a warranty, local service, online and phone technical support. We would not get this from any other used equipment.

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