

## *CMSure Servicing Prices & Check Lists 2025*



## Servicing Types Including Costings

CMSure Service	First Year Service	CMSurePlus Service
A comprehensive OEM service check performed minimum of once a year to maintain your machine to its optimum condition. A detailed inspection report provided, highlighting any areas requiring attention.	As per the CMSure service and inclusive of all manufacturers recommended checks. Following 1 <sup>st</sup> year service, advisory report of any follow up work required/activation of the Second years warranty.	As per the CMSure service but inclusive of all manufacturers recommended checks & replacement of consumable o rings, Lube tank filter (Machine dependant). Alignment checks with advisory report of any follow up work required.
CMSure TPM Service	CMSure Interim Service	Spares Kit
Offering a selection of the CMSurePlus checklist with an agreed timescale, tailored to suit your requirements.  This is offered as an alternative to the standard Service to accommodate customer requirements.	This caters for critical production demands. A fully comprehensive on-going maintenance support program to ensure your machine is kept running as per CMUK recommendations.  Checks can be 6 monthly or quarterly, in addition to a CMSurePlus Service. (Ideally suited for companies running ISO9001, ISO9100 & ISO14001 accreditation)	We can provide a spares kit that contains consumable/wearable items that we believe could be replaced during a service, saving on future chargeable re-visits. We can adapt the kit to include long lead time items that may wear or get damaged, benefiting having parts available on site.

Tier 1 Machines	Tier 2 Machines	Tier 3 Machines
<ul style="list-style-type: none"> <li>A20 Series (A20/A220/A320)</li> <li>B Series (B12/B16)</li> <li>L12 Series (All Variants)</li> <li>L20 Series (L520/L720/L220/L20E)</li> <li>K Series (K12/K16/K16E)</li> <li>R Series (All Variants)</li> <li>GN Series</li> </ul>	<ul style="list-style-type: none"> <li>A32 Series</li> <li>L32 Series</li> <li>BNA Series (LFV/GTY)</li> <li>BNJ Series</li> <li>BND Series</li> <li>GN Series (Double Cell)</li> </ul>	<ul style="list-style-type: none"> <li>M Series (All Variants)</li> <li>ABX Series (All Variants)</li> <li>BNE Series (All Variants)</li> <li>D25 Series (All Variants)</li> <li>ANX Series (All Variants)</li> </ul>

Tier 1 Prices	Tier 2 Prices	Tier 3 Prices
<b>CMSure</b> 1 Day Service (approx.6 hours on site)	<b>CMSurePlus</b> 1.5 Days Service (approx.12 hours on site)	<b>CMSurePlus</b> 2 Day Service (approx.16 hours on site)
<b>CMSurePlus</b> 1.5 Days Service (approx.12 hours on site)	<b>CMSureTPM</b> 1 Day Service (approx.6 hours on site)	<b>CMSureTPM</b> 1.5 Days Service (approx.12 hours on site)

Service Checklist

Citizen Machinery will perform an annual service as specified in Citizen & Miyano manual, this will include but not restricted to the following applicable to the machines make and model.

Checklist tasks	CMSure	CMSurePlus
Check Machine status on power up for error messages and alarm history	✓	✓
Inspection of vision door glass	✓	✓
Inspect and remove slideway covers	✓	✓
Check Nobel manual activation point/ canister condition	✓	✓
Visual inspection of fire system, manual release and pressure of activation tubing, recommend replacement if required	✓	✓
Condition check of all slide wipers	✓	✓
Remove ingress of Swarf build up	✓	✓
Check all axis stroke limits	✓	✓
Condition operation check of Parts conveyor	✓	✓
Removal of parts conveyor	✓	✓
Check condition of Guarding	✓	✓
Replace air filters around the machine	✓	✓
Check operation of co-axial fans and clean covers	✓	✓
Examination of axis brakes for correct functioning	✓	✓
Check Main and Sub Spindles for heat, noise & play	✓	✓
Condition check of chuck fingers and pins	✓	✓
Condition check of all drive & timing belts	✓	✓
Inspection of safety door interlocks	✓	✓
Check movement / remove spindle clamping sleeves	✓	✓
Inspect live tooling drive systems for noise and condition	✓	✓
Inspection of cables and conduit covers condition	✓	✓
Inspect condition of guide bush drive key	✓	✓
Check spindle drain hole(s) are free from obstruction	✓	✓
Check Lube flow from Selected distribution blocks and flow proper valves	✓	✓
Inspect and lubricate mechanical or electro-mechanical guide bush drives	✓	✓
Lubrication Pump operation check	✓	✓
Clean and inspect spindle motor fans and covers	✓	✓
Visual inspection of operation panels, keyboard membranes and clarity of the display screen	✓	✓
Check tool spindle gearing for excessive noise; visual inspection of the condition of the gears	✓	✓
Check lube system consumption with customer	✓	✓

Checklist tasks	CMSure	CMSurePlus
Inspect, dismantle and clean the lubrication tank; clean filter; refill with lubrication fluid	✓	✓
Check voltage from Transformer to machine 200v	✓	✓
Check & adjust 24vdc	✓	✓
Check condition of fan filters and clean if necessary; confirm cooling fans are functioning; inspect and clean brake resistor enclosure	✓	✓
Check that the emergency stop push button switches are functioning correctly on the machine and on ancillary accessories	✓	✓
Confirm that relays are seated correctly and check for signs of arcing/burning	✓	✓
Perform back-up procedure (to portable memory device) of system parameters and S-RAM data (S-RAM data Windows® systems only)	✓	✓
A detailed inspection report	✓	✓
Perform machine function check, observe machine during automatic cycle	✓	✓
Coolant Strainer O ring replacement (Machine Type & Age Variable)	✗	✓
Lube Tank Filter replacement (where applicable)	✗	✓
Minor Lube System repairs (dependant on location & severity of damage)	✗	✓
Selected consumable O ring replacement (Machine Type & Age Variable)	✗	✓
Visual inspection of LM rails & Shoes	✗	✓
Inspect and grease turret gears	✗	✓
Grease live tooling gears	✗	✓
Check guide bush housing for run out / end float;	✗	✓
Check tension of all drive & timing belts	✗	✓
Swarf conveyor visual operation check	✗	✓
Barfeed visual check	✗	✓
Visual check of cool blaster hoses and filter	✗	✓
External Backup battery replacement (LR20 & 2CR5 type)	✗	✓
Machine relocation device battery replacement (AA type)	✗	✓
Check spindle / Axis parallelism	✗	✓
Grease Heinbuch chuck systems	✗	✓
Ball screw backlash Check/Adjustment	✗	✓
Inspect turret indexing operation	✗	✓
Check and document all axis alignments of the machine	✗	✓
Inspect condition of slideways and ball screws; apply grease lubrication and/or check functioning of oil lubrication	✗	✓
Check presence of turret blanking plugs	✗	✓

## CMSure Servicing

At Citizen Machinery we recommend regular service intervals to maintain your machine in its optimum condition, ensuring productivity and reducing unnecessary downtime.

Our standard fixed rate CMSure charges are inclusive of travel, labour and any overnight stays (UK Mainland\*\*)

With each CMSure Service completed you receive a 10% discount on our time onsite for repair callouts and travel time for 12 months on each machine serviced.

### Customer Obligations

#### Be Ready for our Service Visit

Customer must comply with any reasonable requests issued by Citizen Machinery's engineer/technician. Please ensure that the machine is in a reasonably clean condition and in an appropriate state to allow a service to be carried out provided that sufficient notice of such requests is given.

#### Replacement oils required during our services per machine

Citizen Machine – 68 Grade Lubrication oil (Shell Tonna S68 - up to 5 Litres) & Spindle cooling oil (ISO VG2 or Velocite No.3 – up to 10 Litres).

Miyano Machine – 32 Grade Hydraulic oil (10-20 Litres) & 68 Grade Lubrication oil (Shell Tonna S68 - up to 5 Litres).

#### Provision and Disposal of Lubricants and Other Materials

CMUK is unable to supply or dispose of any lubricants and fluids. It is the sole responsibility of the customer to have the necessary lubricants, fluids and empty containers for waste materials, including oil and swarf, to hand and in advance of the arrival of our service visit.

#### Duty of Care

It is the customer's responsibility to provide our service technician/engineer with a safe working environment, risk and method statements will be completed, documented and reported.

#### CMSure Services Do Not Include

Annual testing of Local Exhaust Ventilation (LEV) equipment.

Annual testing of fire systems.

Consumable items (these will be offered to purchase prior to our visit and can be replaced during our services).

Internal Mitsubishi Lithium Battery Packs where fitted.

Common Citizen Consumable Items

To Order replacements contact: [spares@citizenmachinery.co.uk](mailto:spares@citizenmachinery.co.uk)

NC Batteries	Chuck Fingers
<p>600 Control NC Battery</p> <p>Order code: ER6</p>	<p>Please note Chuck fingers are sold individually</p> <p>Order code - <b>C/A32C110</b></p> <p>This is the large one</p> <p><b>Machine Suitability Main Spindle &amp; Sub Spindle :</b> A32PL</p>
<p>M70/700 Control NC Battery</p> <p>Order code: Q6BAT</p>	<p>Order code - <b>C/L216C114</b></p> <p><b>Machine Suitability Main Spindle:</b> A20(PL) - A232 - C32 - D25 - E32IV - E225/32 - F20 - L220 - L316/20 - L425/32 - L632 - L32 - M20 - M32.</p> <p><b>Machine Suitability Sub Spindle:</b> A232 - C32 - D25 - L32 - L432 - L632 - M32.</p>
	<p>Order code - <b>C/B20C119</b></p> <p><b>Machine Suitability Main Spindle:</b> B12/16 - C12/16/20 - K12/16 - K12/16E - L12 - L212 - L520 - L720 - L20E/X</p> <p><b>Machine Suitability Sub Spindle:</b> C12/16/20 - L516/20 - L716/20 - L20E/X - L220E - M212/16 - M220 - M312/16 - M320 - M416.</p>
	<p>Order Code - <b>C/K1216U40B119</b></p> <p><b>Machine Suitability Sub Spindle:</b> B12/16E - K12/16 - K12/16E - L12 - L212.</p>

## CMSure/CMSurePlus Services

### Booking a Service

Contact [cmsure@citizenmachinery.co.uk](mailto:cmsure@citizenmachinery.co.uk) for all servicing enquiries. Once a service date has been proposed, it is required that an official purchase order is received within 5 working days to confirm any bookings, after this time the proposed date/s could be reallocated.

### CMSure Services Continuation

Citizen Machinery will contact you from [cmsure@citizenmachinery.co.uk](mailto:cmsure@citizenmachinery.co.uk) (make sure we are on your safe sender list) on or around month 11 from of your previous service completion date, to enable you to plan our next visit. Please keep us updated should our contact change.

### First Year Services

In the machine order acknowledgement, the 2nd year of guarantee (Extended Manufacturer Warranty) is conditional on the customer instructing Citizen Machinery UK Ltd, to carry out annual preventative maintenance service at 12 months (+/- 1 month) at prevailing service charge rates.

We will make contact on or around month 11 to schedule the service, after month 13 or 3 failed attempts to confirm the service booking, a warranty removal email will be issued, no further contact will be made regarding that service,

The 12 month warranty will expire on the first year anniversary of the machines installation date and all future warranty claims will be fully chargeable.

Should there be a warranty reinstatement request, following a warranty removal notice a 20% reactivation/administration charge will be applied to the prevailing service charge rate.

CMUK reserves the right to request this payment upfront or with an official purchase order and requires completion of the first year service within 1 Calander month.

After 2 years from the warranty start date, there is no reinstatement entitlement.

This guarantee does not cover repairs due to operator error, mis programming, accidental damage or faults caused by power supply problems.

### Interim and TPM Services

CMSurePlus or CMSureTPM level service must be carried out prior to interim in order to qualify for interim service a minimum of 2 machines must be serviced back-to-back (location dependant).

Interim and TPM costs are agreed on a case-by-case basis and will be quoted accordingly.

### Service Level Agreements

Citizen Machinery will arrange any service level agreements at customers request for ancillary equipment to coincide with our Services, however due to involving third party contractors any date changes to this agreement must be agreed at least 5 weeks prior to the visit. Failure to do this will result in the original visit being fully chargeable.

### Travel

Whilst it can be expected that our technician/engineer should arrive at the start of your working day, please allow up to 4 hours for our technician to arrive, before contacting us.

\*\*Where services are required outside UK mainland, travel times, hotels and ferry or flights will be charged accordingly\*\*.

### Additional Service Work During Cover Period

Customers receive a 10% discount in labour rates and travel time charges for all service work carried out on the CMSure serviced machines, this is not transferrable between machines.

### Proforma Accounts

Should your account be on a Proforma basis, full payment will be required before a service date is proposed, this must be paid to our accounts department.

### Cancellation and Amendments

Whilst CMUK will try and accommodate any changes required to your confirmed booking, any changes to a scheduled service or change of booked Tier, within a 24 hour period of the work will result in the original booking being charged.

CMUK reserves the right to terminate or delay any booked service if your account reaches or exceeds your agreed credit limit and if your account is overdue.

## After Sales Support contact list

Best contact method: Tel: 01923 691500

Option 1: New Machine Sales

Option 2: Technical Support (Including Service, Application Support, Spares, CMSure & Wizard Software)

Option 3: Finance & Administration

## CITIZEN Emails

Planned Services (CMSure) : [cmsure@citizenmachinery.co.uk](mailto:cmsure@citizenmachinery.co.uk)

Reactive Service (Breakdowns) : [service@citizenmachinery.co.uk](mailto:service@citizenmachinery.co.uk)

Machine Spares : [spares@citizenmachinery.co.uk](mailto:spares@citizenmachinery.co.uk)

Failure to contact the correct department will result in delays to your enquires.