

Mitutoyo

Mitutoyo Quality

Service Contract for Coordinate Measuring Machines Ultimate Contract

Service



Prevention is better than cure.

— Erasmus (1466-1536, humanist)



Are you struggling with the everyday maintenance of measuring instruments?

With an Ultimate Contract...

Measurement minder Mitutoyo constantly observes, so
breakdowns are unlikely

Data and logs indicate pre-breakdown trends, so
we arrive before it breaks

The package plan eliminates tiresome order placement, so
any breakdowns are immediately repaired

Everyday inspections rapidly detect abnormalities, so

measure with confirmed accuracy and peace of mind



Daily Check Gage

With high operability, a single worker can easily handle measurement.

Trend value management through measurement of six locations between balls.
Support is provided the moment an abnormal value is generated.

*Not available for the LEGEX or STRATO-Apex Series.

Dedicated metrology specialists are ready to support you, so

leave it all to Mitutoyo

Quality is never an accident.

It is always the result of intelligent effort.

————— John Ruskin (1819-1900, philosopher)

Are you worried about maintaining measurement accuracy?

The Ultimate Contract provides the support you require.

Consult with us any time, about anything.
We'll rush to your side.

Peace of mind with the Mitutoyo brand

Our solid support system makes constant peace of mind a reality.

We provide operators responding to any and all measurement concerns, as well as service engineers based around the country to support our customers in person.

This combination of measurement professionals supports customers on the ground.

Service Packages

Service	Menu	Ultimate Mitutoyo	Premium Mitutoyo	Standard Mitutoyo	Visualization Service
Accuracy inspection	1. Accredited calibration	○	○	○	—
	2. Certificate issuance	○	○	○	—
	3. Maintenance	○	○	○	—
	4. Replacement of consumables	○	○	—	—
	5. Onsite visit costs (Calibration)*	○*2	○*2	○*2	—
Breakdown support	6. Repair (technical costs)*	○	○*3	—	—
	7. Replacement parts (housing/controller)	○	—	—	—
	(optional parts)*	○*4	—	—	—
	(probe-related parts)*	○*5	—	—	—
	(data processing device-related parts)*	○*6	—	—	—
	8. Onsite visit costs (Repair)*	○*2	—	—	—
Monitoring service	9. Operation status monitoring	○	—	—	—
	10. Machine condition report (issued monthly)	○	—	—	○
	11. Preventive maintenance	○	—	—	—
	12. Monitoring site viewing privileges (1 license)	○	—	—	○
	13. Rental of required equipment	○	—	—	○

* Terms and conditions apply.

(5.) & (8.) Onsite visit costs:

*2 Service engineers' onsite visits costs is chargeable if travel distance by Land below 500 km/1 way, by Air above 500 km/1 way.

(6.) Repair (technical costs): Repair costs are free of charge in the unlikely event of a breakdown.

*3 3 times visit for troubleshooting / repair (parts not included), onsite visit costs apply.

(7.) Replacement parts (housing/controller): Repair costs for housing or controller breakdowns are free of charge.

*4 (optional parts) : Repair costs for optional part (dryer, VCON, rotary table, etc.) breakdowns are free of charge, for each part 1 time/contract year, due to manufacturing defect or accidentally breakdown only.

*5 (probe-related parts): Repair costs for probe-related part (probe head, probe, module, etc.) breakdowns are free of charge, exclude stylus, for each part 1 time/contract year, due to manufacturing defect or accidentally breakdown only.

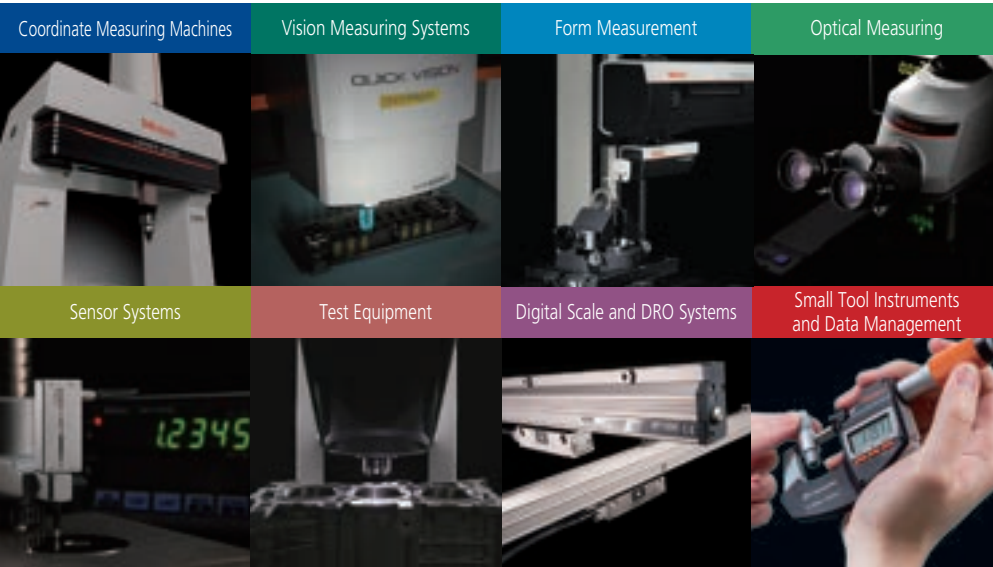
*6 (data processing device-related parts): Repair costs for data processing device-related part (computer, monitor, keyboard, mouse, etc.) breakdowns are free of charge, for each part 1 time/contract year, due to manufacturing defect or accidentally breakdown only.

Supported models (as of May 2025)

• CRYSTA-Apex V Series • MiSTAR Series

*Not available for the PH20 and REVO probe systems. *Regarding models not listed above, contact the nearest sales office.

*Mitutoyo products may require export permission from the Japanese government, based on the Foreign Exchange and Foreign Trade Act of Japan. When exporting products or providing technical information to non-residents, consult the nearest sales office.



Notes on Export Regulations:
Do not commit an act, which could directly or indirectly, violate any law or regulation of Japan, your country or any other international treaty, relating to the export or re-export of any commodities.

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Contact us for more details

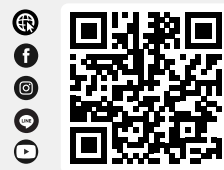
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