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For more information contact:

Susan Lukas, Marketing Analyst

MG Systems & Welding, Inc.

Telephone: (262) 532-4662

E-mail: slukas@messer-mg.com

MG SYSTEMS SERVICE GROWS WITH CUSTOMERS

MENOMONEE FALLS, WI, U.S.A.

Before you decide to purchase that new burning machine, look at your expensive purchase from all angles. After your purchase, what do you receive from your machine manufacturer?

- When you call in, is your call answered quickly?
- Is your service technician knowledgeable and courteous?
- How fast does a service technician arrive?
- What is the reputation of the company with which you are dealing?

MG Systems and Welding machine is first class in the thermal-cutting industry, using advanced plasma and oxyfuel cutting tools to cut shapes from metals. Part of the reason they enjoy this

status is MG's after-sale support. Increased response times when a customer first calls for service is one area where MG's support has improved dramatically. It wasn't always this way. But as MG looked for ways to continuously improve, this was one area that customers said needed attention.

Phone tech support is available from 7 a.m. to 5 p.m. Four full-time and one part-time phone technicians take care of customers when they call in. Before, only two phone techs answered phones. This move improved how long a customer waits to talk to a service technician. Since April, 2007, phone call response time has improved 147%.

Another area where service has grown, service engineers on the job have increased from 14 to 25 since 2006. They are scattered around the country in order to be closer to customers. They install machines, perform service calls and preventative maintenance, install retrofits, and inspect and evaluate older machines. They are all trained at the MG factory in Menomonee Falls, WI, and return often for updates in training.

Another aspect of MG's improved after-sale support is called Virtual Service™. It is available on all MG machines through the Global Control, which makes it much easier for troubleshooting and maintenance. This service is unique to MG and an option on all MG Systems machines. Through the Internet, MG Systems experts can view the same data being displayed to the operator; in addition they can also monitor the brain of the system and use the onboard storage scope to evaluate problems. In the past, this situation would have required a service engineer to visit. Now Virtual Service™ reduces down time and visits from a service engineer.

Troubleshooting and questions are handled quickly as the operator and the engineer watch each step on the Global Control. Many diagnostic tools are available on the Global Control, too, such as the I/O monitoring and retrieval of error logs.

Besides expert troubleshooting assistance, MG offers training to operators and software upgrades through Virtual Service™. The Applications Department can look at a customer's machine through Virtual Service™ and send training tips and software updates.

A camera, available on most machines, such as the TMC4500ST, is especially useful for monitoring the cutting process on very wide and long machines. Through the Global Control panel, the operator aligns the plate. This simplifies set up, reduces cycle time and eliminates scrap.

The Service Department also offers Sentry Service, a preventative maintenance program that guarantees that a machine receives proper inspections and maintenance. A service engineer will inspect the machine as required. The customer decides which program fits the budget best. Sentry Service will help keep an expensive investment up and running for many years.

MG Systems and Welding, Inc. is known as the premier manufacturer of thermal cutting machines. A full range of equipment is provided by MG Systems, with sales and service offices and dealers/distributors located throughout North America. MG Systems equipment is used in all types of manufacturing activities, including heavy-duty equipment manufacturers, metal service centers, shipyards, job shops and fabricators. It is available on the TMC4500ST machine models.

Visit the Web site at www.mg-systems-welding.com to see equipment or contact MG Systems and Welding, Inc. to learn how MG Systems can assist you with your plate-processing needs. Phone 262-255-5520 or e-mail sales@messer-mg.com today.

Contact Information:

MG Systems and Welding, Inc.
N141 W9427 Fountain Blvd.
Menomonee Falls, WI 53051

p: 262-255-5520

f: 262-255-5170

sales@messer-mg.com

www.mg-systems-welding.com

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