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All We Do Are Clients Demand



Xiamen Yangsen NC Equipment Co., Ltd

Technical Document

YSM-2518 Double Column Center

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Contents

1. General introduction of YSM-2518 gantry CNC machining center
2. The main structure and technical characteristics of YSM-2518 gantry CNC machining center
3. Main technical parameters of YSM-2518 gantry CNC machining center
4. List of main purchased parts of YSM-2518 gantry CNC machining center
5. List of main random accessories of YSM-2518 gantry CNC machining center
6. The main function table of electrical system of YSM-2518 gantry CNC machining center
7. Operating environment and testing requirements of YSM-2518 gantry CNC machining center
8. YSM-2518 Gantry CNC Machining Center Installation, Debugging and Acceptance Training
- Nine, YSM-2518 gantry type CNC machining center recommended oil and grease table
10. Letter of Commitment for After-sales Service of Xiamen Yangsen NC Equipment Co., Ltd.

1. General introduction of YSM-2518 gantry CNC machining center

1. General introduction

1.1 General introduction

This technical task book is used for the ordering, design, manufacture, installation, commissioning and acceptance of the CNC gantry type machining center and auxiliary equipment of the user.

1.2 Installation position of gantry type CNC machining center

The gantry type CNC machining center described in this technical task book is installed in the workshop of the user.

2. Basic environment

2.1 Power supply voltage: AC 380V \pm 10%, 50Hz \pm 5%, 3-phase 5-wire system.

2.2 Use environment: The user is responsible for the power supply from the workshop to the equipment control cabinet.

3. Color of gantry CNC machining center

The color of the gantry type CNC machining center adopts the international standard color, and the user provides a standard sample for painting.

4. The standards that the gantry type CNC machining center meets

The ambient temperature detected by GB/T shall comply with the provisions of GB1093-89

Accuracy implementation standard: GB/T19362.2-2017

Machine tool electrical conforms to GB 5226.1-2008 electrical standard

2. The main structure and technical characteristics of YSM-2518 gantry CNC machining center

The overall layout of the machine tool is a fixed-beam beam structure, and the worktable moves forward and backward; the left and right columns and the bed are distributed on both sides of the workbench. The gantry table moves forward and backward in the X axis, the headstock moves vertically in the Z direction on the slide plate, and the slide plate and the headstock move horizontally in the Y direction on the beam.

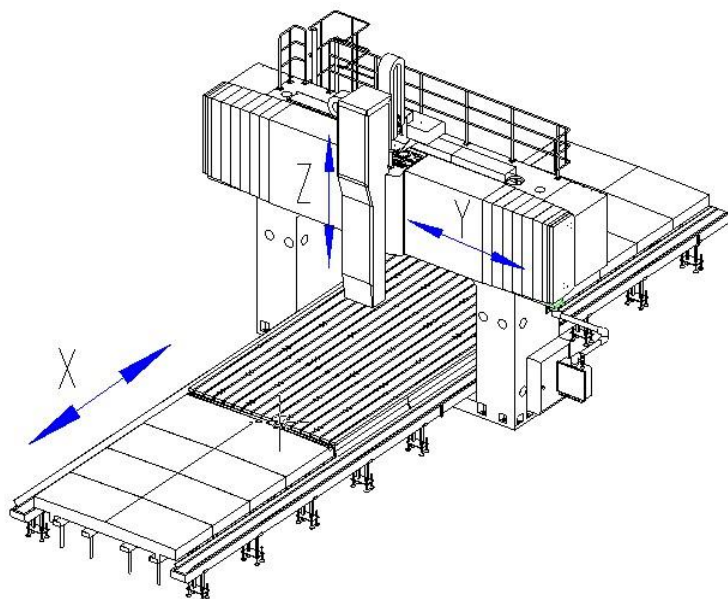
(1) The workbench moves longitudinally (X Axis)

(2) The saddle moves along the beam

(Y Axis)

(3) Axial movement of ram

(Z Axis)





1. Machine tool spindle

The spindle motor is driven to the spindle end through a belt. The motor reduces the thermal deformation of the spindle through the constant temperature cooling method, which improves the stability of the spindle precision and the machining accuracy of the machine tool. The spindle group adopts Taiwan BBT50 high-rigidity spindle, ring-sprayed design, with high precision and high performance. The main shaft grabs the knife by the butterfly spring on the main shaft acting on the pull stud of the tool handle through the four-petal claw broach mechanism with the tension force. The machine tool has the functions of spindle orientation and rigid tapping.

BBT50高刚性主轴



两面定位系统
BIG-PLUS 两面定位主轴系统
BIG PLUS SPINDLE SYSTEM

BIG-PLUS	以往系统
	

- 通过确立完善的量规系统, 实现了锥面、端面同时两面定位的系统。
- 采用BIG-PLUS系统的公司: 日本66家 其它国家90家

两面定位 获得第23届发明大奖/ 池本发明功劳奖

BIG-PLUS的种种优点:

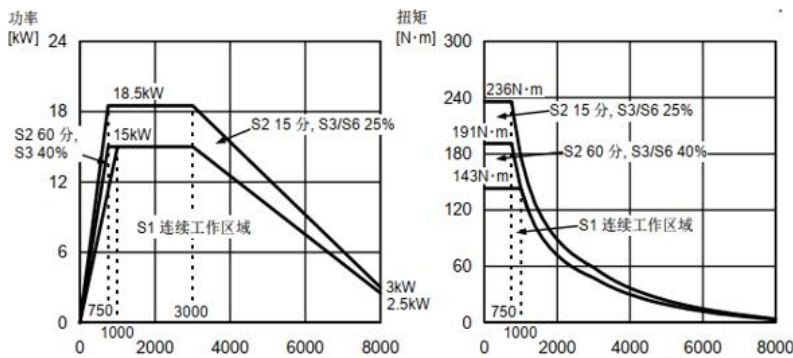
<ul style="list-style-type: none"> ● 提高加工表面和加工尺寸精度 ● 延长刀具寿命 ● 抑制重切削时因振动引起的锥柄变色 (微动磨损) 	<ul style="list-style-type: none"> ● 提高ATC的重复精度 ● 高速旋转时Z方向尺寸稳定 ● 提高镗孔加工的面度
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2. Feed transmission of each axis

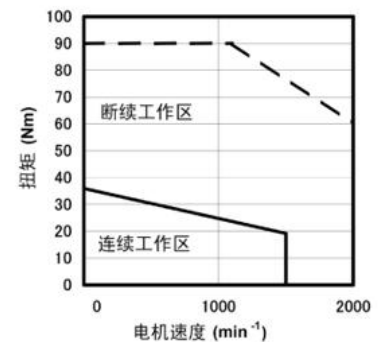
X/Y/Z direction transmission adopts AC servo motor as the power source, and ball screw as the transmission part. The ball screw is fixedly supported at both ends, supported by imported special precision bearings and pre-stretched in two directions to ensure the feed rigidity and life of the screw. The Y-axis screw is equipped with an advanced auxiliary support structure, which can effectively avoid the accuracy error caused by the sag of the center of gravity of the large-stroke screw. The Z-axis motor has an automatic brake function. In the event of a power failure, the automatic brake will hold the motor shaft tightly so that it cannot rotate.

系统	0i-MF Plus (5)	额定功率kW	额定扭矩N.m	最大扭矩N.m
X轴	β iS 40/2000-B	3	36	90
Y轴	β iS 40/2000-B	3	36	90
Z轴	β iS 40/2000-B	3	36	90
主轴SP	β iIP 30/8000-B	15	143	236

β iIP 30/8000-B



β iS 40/2000-B



3. Rail form

The X-axis guide rail pair adopts two heavy-duty linear guide rails, which have small friction coefficient and high sensitivity; small high-speed vibration and no crawling at low speed. The positioning accuracy of the drive shaft is high, and the servo drive performance is excellent; at the same time, the bearing capacity is large, and the cutting vibration resistance is good, which can improve the dynamic characteristics of the machine tool, improve the precision stability and service life of the machine tool;

The Y-axis beam guide pair adopts two heavy-duty linear guide rails; the guide rails are arranged in steps, with a large span, and sufficient bending rigidity and torsional rigidity.

The Z-axis guide rail is a closed and embracing sliding guide rail pair, that is, the cast iron-plastic friction pair transmission, which has good shock absorption and ensures smooth cutting during processing.

4. Basic parts of machine tools

The bed, columns, beams, and spindle boxes are all cast with high-strength cast iron materials and resin sand technology. In order to meet the heavy-duty cutting of the machine tool, the cross-beam adopts a large cross-section, which has sufficient bending rigidity and torsional rigidity. These large pieces are designed with computer-assisted three-dimensional software, and the arrangement of ribs is reasonable to improve the rigidity of the large pieces.

5. Machine tool lubrication



There are two types of lubrication for machine tools: grease lubrication and automatic thin oil lubrication.

Grease lubrication part: Three coordinate bearings

Automatic thin oil lubrication parts: ball screw pair, linear guide rail, cast iron-friction guide rail pair composed of plastic paste

Automatic thin oil lubrication is a timing and quantitative automatic method, the action is automatically controlled by the numerical control system, and can detect and alarm

6. Cutting cooling chip removal system

The cutting cooling of the machine tool adopts the external cooling method, and the cooling liquid is emulsified and non-corrosive liquid. The chip removal is sent to the trolley through the two-measuring chain plate chip removal machine on the bed.

7. Machine tool protection device

The bed guide rail (X-axis) of the machine tool adopts an anti-rust metal telescopic protective cover; the beam guide rail (Y-axis) adopts an organ-type protection; the whole machine tool adopts simple protection to prevent iron filings and coolant from splashing, so that the operator can work in a safe and comfortable environment.

8. Electrical system

This machine tool adopts the latest OI-MF-PULS CNC system from FANUC, Japan. The spindle drive unit, feed drive unit, AC spindle motor, and AC feed servo motor are all imported, with advanced performance, stability and reliability.

9. Paint packaging

The color of the machine tool is subject to the manufacturer's standard color standard. If the user has special requirements, specify the color requirements when signing the agreement. Machine tool packing box In addition to the electrical cabinet and machine tool accessories, which are packed in strong wooden boxes, the main engine of the machine tool is transported bare metal to ensure the installation cycle of the machine tool.

10. Machine tool foundation

The foundation must be a solid, rigid, and smooth concrete foundation that meets the requirements of the manufacturer's foundation drawings. The standard installation position of the equipment is ground installation, and the host and all related accessories are placed on the ground. If the factory building has height restrictions, you can choose to sink the foundation and specify it in the agreement, otherwise it will not sink by default.

11. The machine tool parts belong to the famous brand of famous factory, and the advanced configuration in the industry.

機床零部件屬於名廠名牌



3. Main technical parameters of YSM-2518 gantry CNC machining center

Items	Specifications	Units	YSM-2518
Travel	X/Y/Z Axis	mm	2500*1800*960
	Distance From Spindle Nose to Worktable	mm	140-1100
	Gantry Width	mm	1800
	The Gantry High	mm	1300
Worktable	Table Size (L*W)	mm	2500*1600
	The Maximum Load Capacity of The Workbench	t	10
	T-Slot	mm	9-22×180
Spindle	Spindle, Taper Hole (Model/Installation Size)	mm	BBT50
	Spindle Speed	rpm	5000
	Spindle Max Speed	rpm	6000
	Spindle Drive Mode		Belt
Feed	X/Y/Z Axis Rapid Feed	m/min	12/12/12
	Cutting Feed	mm/min	8000
Tool changing device (optional)	Tool Change Method		Side Mount
	Handle Specifications	type	BT50
	Tool Capacity	tools	24
	Maximum Tool Diameter (Adjacent Tool)	mm	112
	Maximum Tool Diameter (Without Adjacent Tool)	mm	220
	Max Tool Length	mm	350
	Max Tool Weight	kg	18
	Fastest Tool Change Time	sec	4.9
Motor	Spindle Motor	kw	βiIP30/8000
	Three-Axis Servo Motor	kw	βis40/2000/βis40/2000/βis40B/2000
	Cutting Water Pump Motor	m/h-m	4-60
Tolerance (GB/T 19362.2—2017)	Positioning Accuracy	mm	0.03/0.02/0.015
	Repeatability	mm	0.02/0.015/0.01
Power Requirement	Power Requirements	kva	45
	Air Source Requirements	Kg/cm	6~8
Machine Size	Length*Width*Height	mm	7240*4930*5137
	Weight	T	27

4. List of main accessories

No.	Items	QTY	Brand	Specification
1	CNC system	1 Set	Japan FANUC	FANUC-OI-MF
2	Spindle servo motor	1 Set	Japan FANUC	βiIP30/8000
3	X, Y, Z servo motor	1 Each	Japan FANUC	βis40/2000/βis40/2000/βis40B/2000
4	Main shaft front bearing	1 Unit	Japan Koyo	7020*2
5	Spindle rear bearing	1 Unit	Japan Koyo	7018*2
6	X, Y, Z axis screw bearings	1 Unit Each	Japan NSK	
7	X, Y, Z axis ball screw	1 Unit Each	Japan THK	10020/6316/6316
8	X-axis linear guide	2 Pieces	Japan THK	55
9	Y-axis linear guide	2 Pieces	Japan THK	55
10	Z axis hard rail	2 Pieces	/	Rectangular Rail
11	Spindle unit	1 Set	YANGSEN	BBT50
12	Tool magazine (optional)	1 Set	Okada	24T Disc Type Tool Magazine
13	Cutting fluid pump	1 Set	YANGSEN	4-60
14	Automatic lubrication system	1 Set	Japan SHOWA/SKF	4L
15	Tool cylinder assembly	1 Set	Haocheng	7.5T
16	Main pneumatic components	1 Set	Japan SMC	
17	Main electrical components	1 Set	Schneider	
18	Main drive toothed belt	1 Unit	American GATES	
19	Couplings/Belts	1 Set Each	Japan NBK	
20	Heat Exchanger	1 Set	Ouyi	
21	Chip Removal Device	1 Set	Quanguan	Double-Screw Chip Removal + Chain Plate Chip Removal
22	Oil cooler	1 Set	Rico	

If any supplier cannot supply it, it will be replaced by a brand of the same quality.

5. YSM-2518 List of main attached accessories of gantry CNC machining center

No.:	Item	Specification	QTY	Remarks
1	Allen Wrench	1.5-10	1 Set	
2	Screwdriver	Slotted , Phillips	1 Each	
3	Raw Tape		2 Volumes	
4	Glass Glue	Porcelain white	1 Bottle	
5	Electronic Handwheel		1 PCs	
6	Card Reader		1 PCs	
7	Memory Card		1 PCs	
8	Cable	5 Meters, 20 Meters	2 Pieces	
9	Snap Ring		1 PCs	
10	Screw		1 Package	
11	Machine Tool Ground		1 Stick	
12	Bellows Connector		1 PCs	
13	Toolbox		1 PCs	
14	Floor Mat		1 Set	
Attached Document				
1	Machining Center System Operation Manual		1 Copy	
2	Certification		1 Copy	
3	Packing List		1 Copy	
4	Machine Tool Circuit Diagram		1 Copy	
5	Oil Cooler Manual		1 Copy	

6. YSM-2518 main function table of the electrical system of the gantry type CNC machining center
CNC System: Fanuc OI-MF

NO.:	Function	Illustrate
1	Number Of Control Axes	5 Axis
2	Simultaneously Control The Number Of Axes	4 Axis
3	Axis Name	X, Y, Z, S
4	Minimum Input Unit	0.001mm
5	Fine Acceleration And Deceleration Control	
6	High Response Vector Control	(Servo HRV3 control)
7	Imperial/Metric Conversion	G20/G21
8	Interlock	



NO.:	Function	Illustrate
9	Emergency Stop	
10	Overtravel Alarm	
11	Mirror Image	G51.1,G50.1
12	Backlash Compensation	Rapid traverse and cutting feed backlash compensation
13	Stored Pitch Error Compensation	
14	Automatic Operation	
15	Dnc Operation	
16	Mdi Operation	
17	Program Restart	
18	Single Block	
19	Manual Continuous Feed	
20	Manual Reference Point Return	
21	Set Reference Point Position Without Stopper	
22	Reference Point Offset	
23	Rapid Positioning	G00
24	Linear Interpolation	G01
25	Multi-Quadrant Circular Interpolation	G02, G03
26	Helical Interpolation	
27	Thread Cutting, Synchronous Feed	
28	Pause	G04
29	Skip Function	G31
30	Reference Point Return	G28
31	Rapid Feed Rate	
32	Rapid Travel Magnification	F0, 25, 50, 100%
33	Automatic Acceleration/Deceleration	
34	Feed Speed Override	
35	Jog Feed Speed	
36	The Code	EIA RS244/Iso840 Automatic Identification
37	Logo Skip	
38	Control I/O	G15/G16
39	Maximum Programmable Size	±9 Digit
40	Absolute/Incremental Programming	O4 Digit



NO.:	Function	Illustrate
41	10 Times Input Unit	N5 Digit
42	Plane Selection	G17, G18, G19
43	Polar Coordinate Command	
44	Coordinate System Setting	G92
45	Workpiece Coordinate System	G52—G59
46	Manual Absolute Value	ON/OFF
47	Subroutine Call	10 Re-nesting
48	User Macro	
49	Fixed Cycle	
50	Scaling	G50/G51
51	Coordinate System Rotation	G68/G69
52	Program Format	
53	Program Stop / Program End	M00/M01/M02/M30
54	Accessibility	
55	High Speed M/S/T/B Interface	
56	Spindle Serial Output	
57	Spindle Override	
58	1st Spindle Orientation	
59	Rigid Tapping	
60	M Function	M2 Digit
61	S Function	S4/S5 Digit
62	T Function	T2 Digit
63	Tool Offset Logarithm	400 Pairs
64	Tool Offset Memory C	
65	Tool Length Compensation	G43、G44、G49
66	Tool Radius Compensation C	
67	Part Program Storage Length	512K byte
68	Program Protection	
69	Status Display	
70	Program Display	
71	Parameter Setting And Display	
72	Alarm Display	



NO.:	Function	Illustrate
73	Alarm History Display	
74	Operation History Display	
75	Help Function	
76	Display Language	English
77	Display Language Dynamic Switching	
78	Graphic Display	
79	Data Protection Lock	
80	Embedded Ethernet Interface	
81	Memory Card Interface	
82	Status Output Signal	
83	Setting And Display Unit	10.4" Color LCD/MDI

7. YSM-2518 Gantry type CNC machining center operating environment and testing requirements

1. Machine working environment

The working environment of the machine tool is directly related to the performance and normal operation of the machine tool. If the temperature is too high, the control mechanism in the numerical control system will fail or malfunction; if the temperature is too low, the working conditions of the lubrication system and hydraulic system will deteriorate and the machine tool Faulty or damaged machine parts. Therefore, we recommend that the machine be used under the following conditions:

- The temperature in the factory building can generally work normally in the temperature range of 0°C ~ 38°C, within this range, the error of the day should not exceed 5°C. Note: If the temperature in the factory building exceeds this range, the machining accuracy of the machine tool will be reduced.
- The detected ambient temperature should comply with the provisions of GB1093-89.
- Relative humidity <75%
- The dust concentration in the air shall not exceed 10mg/m³, and shall not contain acid, salt and corrosive gas.
- Atmospheric pressure 86~106kpa
- Machine tools should be installed away from vibration and heat sources. The power in the workshop where the machine tool is installed should be below 0.5G (G is the acceleration of gravity).

2. Machine tool testing requirements

When inspecting machine tools, the inspection instruments and inspection tools should be placed in the inspection environment for a sufficient time to keep them in an isothermal state. The influence of factors such as airflow, sunlight or external heat flow should also be avoided during inspection. The ambient temperature for the evaluation of machine tool position accuracy 20°C shall prevail, but generally the following conditions shall be met.

- Ambient temperature 0°C ~ 38°C.
- Before testing, the machine tool should be kept in the testing environment for no less than 12 hours.
- Any temperature gradient in the space occupied by the machine tool shall not exceed 0.5°C/h.

8. YSM-2518 Gantry type CNC machining center installation, commissioning and acceptance training

1. The preparations before the machine tool installation that the user needs to carry out

Machine Tool Installation and Commissioning Preparation Form

NO.:																
Foundation Preparation																
1	According to the foundation drawing provided by the manufacturer, find a professional design institute to design the foundation construction drawing according to the actual situation of the user's soil.															
2	Make the foundation according to the professional foundation construction drawings. The foundation must be a solid, rigid and smooth concrete foundation, and meet the requirements of the manufacturer's foundation drawings.															
3	The foundation is laid well, and the machine tool can only be installed after the concrete is completely solidified.															
4	Incoming power supply preparation: The power supply part of the machine tool must have a separate power supply and be equipped with a regulated power supply (380±10%V, 50±0.5Hz, 100KVA), and the ground wire part must be grounded separately to avoid connecting with the power ground wire of other equipment. Together (easy to interfere with the CNC system).															
5	<p>Other: grouting tools, foot rod bushings, etc.</p> <p>Confirmation of secondary grouting cement:</p> <p>Customers are requested to make a choice according to the actual situation, which is convenient for reasonable arrangements for installation and commissioning. The cement label is the old national standard, and the ambient temperature is required to be above 10°C.</p> <table border="1"> <thead> <tr> <th>Cement Grade.</th> <th>The maintenance time after the 2nd grouting</th> <th>The maintenance time after adding early strength agent</th> </tr> </thead> <tbody> <tr> <td>425#-500#</td> <td>Not less 30 days</td> <td>Not less 20 days</td> </tr> <tr> <td>600#</td> <td>Not less 20 days</td> <td>Not less 15 days</td> </tr> <tr> <td>800#</td> <td>Not less 15 days</td> <td>Not less 8-10 days</td> </tr> <tr> <td>Grouting Material</td> <td colspan="2">Not less 3-5 days</td> </tr> </tbody> </table> <p>Situation statement:</p> <p>Only when the above conditions are met, our company can go to make an adjustment. If the installation and commissioning conditions are not met, we will not be able to guarantee the progress of the installation and commissioning.</p>	Cement Grade.	The maintenance time after the 2nd grouting	The maintenance time after adding early strength agent	425#-500#	Not less 30 days	Not less 20 days	600#	Not less 20 days	Not less 15 days	800#	Not less 15 days	Not less 8-10 days	Grouting Material	Not less 3-5 days	
Cement Grade.	The maintenance time after the 2nd grouting	The maintenance time after adding early strength agent														
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600#	Not less 20 days	Not less 15 days														
800#	Not less 15 days	Not less 8-10 days														
Grouting Material	Not less 3-5 days															
Machine pre-installation conditions																
6	The workshop where the machine tool is installed must be complete, and the foundation of the machine tool must be completed according to the requirements of the foundation plan.															
7	Unpacking tools, lifting equipment and hoisting ropes must be prepared.															
8	Preparation of consumables: anti-wear hydraulic oil ISO-L-HL46 (200 liters), precision guideway lubricating oil ISO-L-HG68 (10 liters), oil cooler ISO VG32 (60 liters), washing machine oil (50 liters), cleaning cloth, etc.															
9	Preparation of tools and slings: unpacking tools, lifting equipment and hoisting ropes (self-made															



	by Party A)	
10	Inspection tool preparation: two spirit levels, a pair of equal-height measuring blocks, a square ruler L=1000mm, a dial indicator, a magnetic gauge base, a square gauge L ≥ 500, and an inspection stick.	
11	There must be no equipment with large interference such as electric welding machines near the machine tool. If large interference will cause inaccurate positioning accuracy, coordinate drift or even machine tool crash for no reason.	
Materials to be confirmed before the machine leaves the factory		
12	Road condition confirmation: Confirm the transportation method according to the factory building and surrounding road conditions.	
13	Factory door size: It needs to meet the net transportation size of the largest part of the machine tool.	
14	Plant height: The lifting method must be confirmed according to the actual height of the plant.	
15	Tonnage and number of cranes: a crane with more than 25 tons is required.	
16	Unpacking and installation assistants: the customer prepares unpacking tools for disassembly and inventory of the packing box.	
Customer's own special spreader list		
17	Four legs complete set with hook cloth belt rope//5TX5M	1PCs
18	Pressed galvanized steel wire rope is 6.5m long and can bear more than 20 tons	4PCs
19	90mm diameter, 2.2m long round steel roller	2PCs
20	Ring cloth belt rope sling//3TX3M	1PCs
21	Eye cloth strap rope sling//5TX5M	1PCs

If all items in this form are known and properly prepared, please send it to the manufacturer by fax as follows. If the confirmation has been completed but the above items are not implemented, the manufacturer will not be responsible for any problems caused. If there are special instructions, please indicate when returning.

2. Machine tool installation

- Before the machine tool arrives at the destination, the user should make preparations for foundation installation and secondary grouting (after the contract is signed and becomes effective, the standard machine tool manufacturer is responsible for providing the foundation drawing within one month), so as not to have a major impact on the accuracy of the machine tool.
- After the machine tool arrives at the destination, the user is responsible for unloading and lifting during installation and commissioning. After the machine is safely moved to the working position, the manufacturer is responsible for the initial adjustment, and the user performs the secondary grouting.
- Before the commissioning personnel go, the user needs to complete the pre-installation preparations proposed by the manufacturer.
- The user needs to notify the manufacturer two days in advance for commissioning, and before the installation and commissioning, the user and the service personnel will unpack the box together, count according to the contract quantity and packing list, the user will carry out the construction according to the requirements of the foundation plan,



and the three-phase power line will be led to For electrical cabinets, provide lifting equipment and cooperate with the manufacturer's installation and commissioning personnel;

- After the installation and commissioning work is completed, the final acceptance of the machine tool is carried out.

3. Machine tool acceptance

Machine tool acceptance is carried out in two steps: pre-acceptance and final acceptance

- Pre-acceptance: The manufacturer will notify the user after passing the inspection, and the user will send relevant personnel to the manufacturer's work site for pre-acceptance of the equipment. The content of the inspection will be inspected according to the inspection items prepared by the manufacturer's PCs according to the relevant national inspection standards. After passing the inspection, both parties sign the acceptance meeting minutes.
- Final acceptance: carried out at the user's factory, Xiamen Yangsen CNC Equipment Co., Ltd. will send personnel to carry out installation and commissioning, and the content of acceptance will still be inspected according to the pre-acceptance content. After the final acceptance is passed, both parties will sign on the [CNC installation and commissioning final acceptance work order];
- Acceptance related matters:
- The acceptance criteria refer to the technical agreement and the factory certificate. After passing the acceptance, the user will confirm and fill in the [CNC Installation and Commissioning Final Acceptance Worksheet]

The accuracy indicators of the machine tool are inspected according to the technical agreement and the accuracy inspection table of the certificate of conformity. Accuracy implementation standard: GB/T19362.2-2017

4. Training

- Teachers: 10 professional senior lecturers with rich theoretical and practical experience will train the students on machine tool operation and programming system, and the engineers of our company's technical department will explain the maintenance of the machine tool mechanical structure and electrical system to the students.
- Training cycle: one week
- Training location: Xiamen Yangsen CNC Equipment Co., Ltd.
- Requirements for trainers: have certain working experience in CNC machine tools.
- Free training for operators and equipment maintenance personnel, free teaching materials, and self-care for board, lodging and transportation.

Provide free lunch for students.

9. YSM-7028 Gantry Type CNC Machining Center Recommended Oil and Grease Table

Lubricating Part Name		Name	Oil Volume	Viscosity	Time Interval
Hydraulic Power Station	Tool cylinder	Hydraulic oil	200L	ISO VG46	1 Year
	Balance cylinder				
	Recommended Brand (optional)	SHELL TELLUS46			
		Great Wall: L-HM46 anti-wear hydraulic oil			
Constant Temperature Fuel Tank	Spindle group cooling	Hydraulic oil	60L	ISO VG32	1 Year
	Gearbox				
	Recommended Brand	SHELL TELLUS32			
Centralized Lubrication	Three-axis lead screw lubrication and line rail, sliding guide rail	Rail Oil	10L	ISO VG68	Oil supply every 30min
		SHELL TONNA T68			
	Recommended Brand	Great Wall: L-G68 rail oil			
Tool Magazine Lubrication		Rail lubricating oil	Please refer to the magazine manual	ISO VG 150	PCs, According to the actual oil level alarm signal supply

If all items in this form are known and properly prepared, please send it to the manufacturer by fax as follows. If the confirmation has been completed but the above items are not implemented, the manufacturer will not be responsible for any problems caused. If there are special instructions, please indicate when returning.



10. Xiamen Yangsen NC Equipment After-sales Commitment Letter

1. Pre-sales service: Janssen's sales team will provide users with the best processing solutions, including machine tool selection, option configuration, tool and fixture selection, lubricating oil, cutting fluid management and other series of services. And can provide turnkey projects.
2. Maintenance response time: Our company has a service team of up to 50 people and is equipped with a complete service vehicle. After receiving the user's notification of failure, we will respond within 8 hours.
3. Parts inventory: Janssen has a special production workshop and parts inventory in Xiamen, with strong strength and complete inventory. There are commonly used parts inventories in each office to provide users with the fastest repair parts.
4. Machine tool maintenance: All machine tools within the warranty period enjoy free maintenance services, and machine tools outside the warranty period can purchase maintenance services at an economical and reasonable price. And PCs can plan equipment management and maintenance processes according to customer needs.
5. Maintenance charges after the warranty period: The charging standard is clearly marked and the real price is charged, only the cost is charged, and the user is served with the concept of openness, fairness and fairness. After the maintenance period, our company is responsible for providing spare parts at preferential prices for a long time, and the maintenance service fee time is not more than 48 hours;
6. Ad hoc old user service department: closely track the use of machine tools, and deal with maintenance complaints in a timely manner.
7. Maintenance supervision: the general manager also serves as the director of the after-sales service department, supervises the quality of maintenance services in real time, and protects the rights of customers.
8. Warranty: From the date of acceptance of the equipment, a one-year warranty period is provided. During the warranty period, our company is responsible for free maintenance for equipment failures caused by users. If the fault is caused by improper use by the user, the cost fee will be charged after the service.

Xiamen Yangsen NC Equipment Co., Ltd

The company's products are constantly being developed and improved, and specifications may be changed without notice. Some images in this document may contain optional items.

The pictures in this document are for reference only, and the actual product shall prevail.