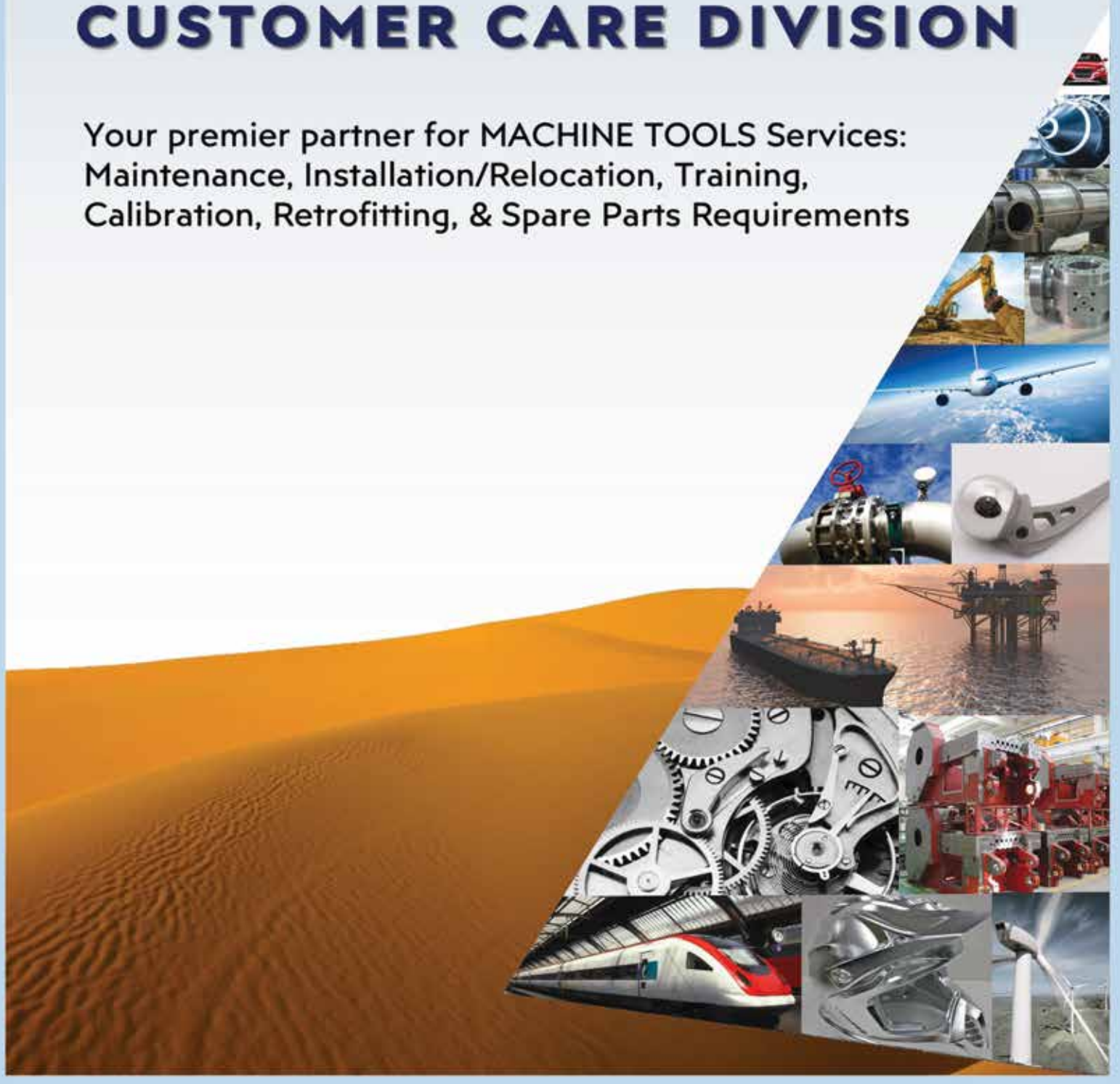
PASStech
OVERMACH GROUP

CUSTOMER CARE DIVISION

Your premier partner for MACHINE TOOLS Services:
Maintenance, Installation/Relocation, Training,
Calibration, Retrofitting, & Spare Parts Requirements



PASStech
OVERMACH GROUP

24/7 Customer Care

+971 50 109 6568

After Sales Service Team

We have set up a service network that covers every corners of the middle east region for real-time customer support and services. We always do our best to ensure customer satisfaction.

COMPLETE AND EFFICIENT SERVICE, FAST AND ALWAYS AVAILABLE FOR THE CUSTOMER. We take care of your machine completely:

We have more than **35** experienced **engineers to support all over the middle east region** with specialization and extensive experience in mechanical, electronics, software. Tooling, installation and applications, for an excellent Technical Service always at your disposal.

- **23 Service Engineers based in United Arab Emirates (Dubai, Sharjah and Abu Dhabi)**
- **10 Service Engineers based in Saudi Arabia region (Dammam, Riyadh and Jeddah)**
- **2 Service Engineers based in Qatar (Doha)**
- **5 Application Engineers, (35) Service Engineers based in UAE flexible to travel in any region**

PASSTECH

- **39 Years in Middle East**
- **2,640 Machines installed in Middle East**
- **80 Employees in Middle East**
- **3 Passtech offices around the world (UAE, Saudi Arabia, and United Kingdom)**
- **ISO 9001 : 2015 Certified**

OVERMACH, Italy

- **500 Employees in Overmach Group**
- **86 Salesmen on territory**
- **189 Specialized technicians**
- **6 Overmach Offices in Italy**
- **27,000 Installed machine tools in Italy**
- **42,000 Customers in the World**

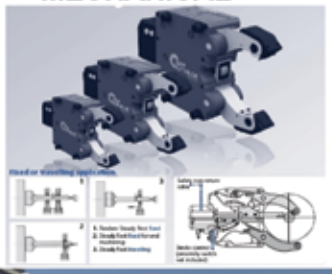
SERVICE & CUSTOMER CARE

YOUR PREMIER PARTNER FOR MACHINE SERVCE, MAINTENANCE, RETROFITING, SPARE PARTS AND TRAINING REQUIREMENTS

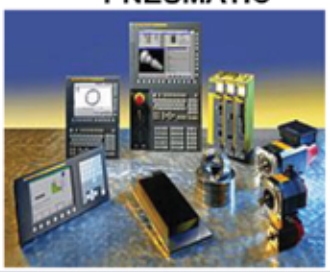
We are dedicated to meeting your service needs with promptness and professionalism. With more than 39 years of experience in electro-mechanical engineering and servicing, PASSTECH highly experienced service technicians are qualified to quickly diagnose & repair system failures of many types, including:

COMMUCATION

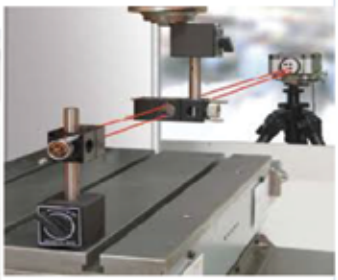
ELECTRICAL AND MECHANICAL



HYDRAULIC AND PNEUMATIC



PROGRAMMING



AFTER SALES SERVICE

We have set up a service network that covers every corners of the middle east region for real-time customer support and services. We always do our best to ensure customer satisfaction.

SERVICE WORKFORCE

35 Resident Engineer's

"To support customer all over the middle east region"

130 Specialized Technicians for Passtech + Overmach Italy alone (in addition to this will be the support from our Brand Partners/Manufacturers)

SERVICE BREAKDOWN

Maintenance & Services: We offer complete maintenance of Machine Tools, Sheet Metal Machine, 3D printer system that meets or exceeds manufacturer's specification.

Repair: All machine provider knows that there comes a time when parts and machines eventually fail

INSTALLATION & COMMISSIONING

We offers "up-to-date," factory-trained technicians who will install your machines to full manufacturers' specifications.

We guarantee that all installations will meet specific factory protocols and guidelines.

MACHINE RELOCATION (SHIFTING):

All machine relocation services include expert precision planning and execution until your machines are back up and running

ANNUAL PREVENTIVE MAINTENANCE CONTRACT

A Preventative Maintenance Program from CNC offers more than just fluid changes, your machine will undergo an in-depth inspection process, upon completion you will be provided with a detailed report

CALIBRATION & GEOMETRY TEST

Laser Calibration | Ball bar Testing | Data Analyses

RETROFIT

We provide a complete documentation package by the OEM originally supplied e.g. electrical schematics, fault lists, and troubleshooting guidelines in soft or hard copy

TELE SERVICE / ONLINE REMOTE SUPPORT

To support – Diagnose, Troubleshooting, Error Analyze, Modification on Part Program thru Online/Remote connection to Machine Controller via Fanuc Dual Screen Software / Fanuc open CNC.

SPARE PARTS SUPPLYS

FANUC servo motor drive , encoder/ decoder , spindle motor, linear scale , amplifier , module, cables, hydraulic parts , pneumatic parts , etc..

PASStech
OVERMACH GROUP

- Best Dealer
- Leading Provider

YEARS IN M.E.
39

STAFF IN M.E.
80

STAFF IN ITALY
500

MACHINES SOLD IN M.E
2640

#1 in M.E. & EUROPE

Passtech Machine Tools is part of Overmach Group Company operates in the Middle East for over 39 years w/ 80 Employees in 3 different strategically located Offices and 2640 (and counting!) sold machines. Passtech supplies global market leading products & support them with complete after sales & support function, embracing servicing, applications work & turnkey supply.. bringing value for money & high technology for the whole Middle East region.

Kindly contact us and we will be pleased to serve you: info@passtech.overmach.com; sales@passtech.overmach.com, Contact Number: +971 6 5529983 / 84 / 85

MILLING

TURNING

BORING

GRINDING

EDM & EDW

WATERJET

PLASMA CUT

LASER CUT

ROBOT

CONVENTIONAL

BANDSAW

METROLOGY

BENDING MACHINE

3D PRINTERS

AIR FILTER

FANUC

CAD CAM

CUTTING TOOLS

COOLANT/ LUBRICANTS

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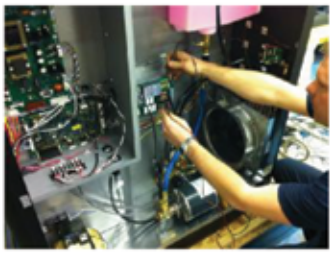
OVERMACH GROUP

Breakdown Services

Maintenance & Services:

We offer a complete maintenance or servicing of any machine tools either CNC or conventional type that meets or exceeds manufacturer's specifications. Even if your requirement are maintenance consultation, one-time service or maintenance request, or full-service scheduled maintenance plan, we ensure to attend it at the earliest possible time.

We have all the specialized tools and testing equipment such as calibration tools to solve any problem associated with any machine tool.



Repair:

We have the technical knowledge and experienced service engineers to support all types and brands of machine tools both electronically and mechanically.

Apart from direct OEM support for all the machines we supplied, our technical team and R&D in OVERMACH Italy are always ready to support us until the problem is finally solved.

We have local partners specialized for repairing electronic parts, servo system, modules, motor windings as well as complex mechanical works such as spindle or motor bearing replacements.

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Machine Installation & Commissioning

We offers “up-to-date”, factory-trained technicians who are able to install your machines to full manufacturer’s specifications.

We have all the relevant calibrated service tools to safely install and commission all types of machine tools either in our product range or not.

We guarantee that machine installations will meet specific factory protocols and OEM standards.

Once installation is complete, our trained technicians will re-assess all protocols to ensure the accuracy of the machine, guaranteeing the operations and efficiency of your machine.

Machine Relocation/Shifting

We offer machine relocation services which includes expert precision planning and execution until your machines are back up and running condition in production.

We have all the relevant special service tools and skidding equipment including hydraulic jacks to effectively relocate and install all types of machine tools.

Our team are specialized for relocating machineries wherein inspection for current condition is initially performed prior to decommissioning before proceeding with transportation/moving/skidding and recommissioning your machine to the new installation site.

Annual Maintenance Contract

At **PASSTECH**, we are committed to delivering continuous support and ensuring the long-term performance of your equipment and systems.

Key Benefits of an AMC with PASSTECH
Reduced equipment downtime
Fewer interruptions to critical operations
Extended machine lifespan
Improved operational efficiency
Regular visits from our customer care team to ensure machines remain in optimal condition

Our AMC packages are **tailored to your specific operational needs**, ensuring your equipment remains in optimal working condition while minimizing the risk of unexpected breakdowns. Many of our valued customers across the GCC region have already benefited from our AMCs, and we believe this solution will be equally advantageous for your operations.

Types of Annual Maintenance Contracts
We offer the following AMC options, which can be further customized to suit your exact requirements:

Option 1: Preventive Maintenance
Periodic Preventive Maintenance (PM) visits—either quarterly or semi-annually—performed as per our standard checklist, including standard **Geometrical/Accuracy Tests**.
Major error corrections and breakdown visits are charged separately at the daily service rate specified in the contract.
Option 2: Preventive Maintenance with Limited Breakdown Visits
Periodic PM visits with a **limited number of breakdown visits** included.
Additional breakdown visits beyond the limit will be charged at the contract's daily service rate.
Option 3: Preventive Maintenance with Unlimited Breakdown Visits
Periodic PM visits with **unlimited breakdown visits** included.
Terms and conditions apply: major repairs, repeated issues, or damages caused by collisions or mishandling will incur additional charges as per the daily service rate.
Option 4: Machine Health Check
One or two **annual health check** visits per year, covering our standard checklist and **Geometrical/Accuracy Tests**.
Major error corrections and breakdown visits will be charged separately at the contract rate.

Depending on your requirements, you may also include a periodic calibration test for your machines. (Please refer to the next page for details of our calibration services.)

We look forward to the opportunity to continue supporting your operations through our **Annual Maintenance Contract**. Our team would be happy to discuss your specific requirements and recommend the most suitable AMC package for you.

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Machine Calibration Services

1. Calibration Test using Renishaw Equipment

To understand the real machine condition with regards to its accuracy and repeatability, a calibration tesf listed below is recommended in a yearly basis at least once a year.

This includes calibration Test report (ISO 230-2) with our analysis & recommendations for major error corrections and spares (if necessary)

BENEFITS

- Comply with the ISO 9000 series standards
- Grade machine performance to select the best machine for every job
- Plan and minimize machine downtime by monitoring wear
- Win high accuracy machining contracts from your competitor
- Improve yield
- Extend the file of your machine by identifying its sources of errors.

CALIBRATION SERVICES WE OFFER

1. Ballbar Calibration Test using Renishaw QC20-W Ballbar System

2. Laser Calibration Test (LINEAR MEASUREMEENT) using Renishaw XL-80 Laser Measurement System

3. Laser Calibration Test (ROTARY MEASUREMENT) using Renishaw XL-80 Laser Measurement System and XR-20W Rotary Axis Calibrator (NEW)

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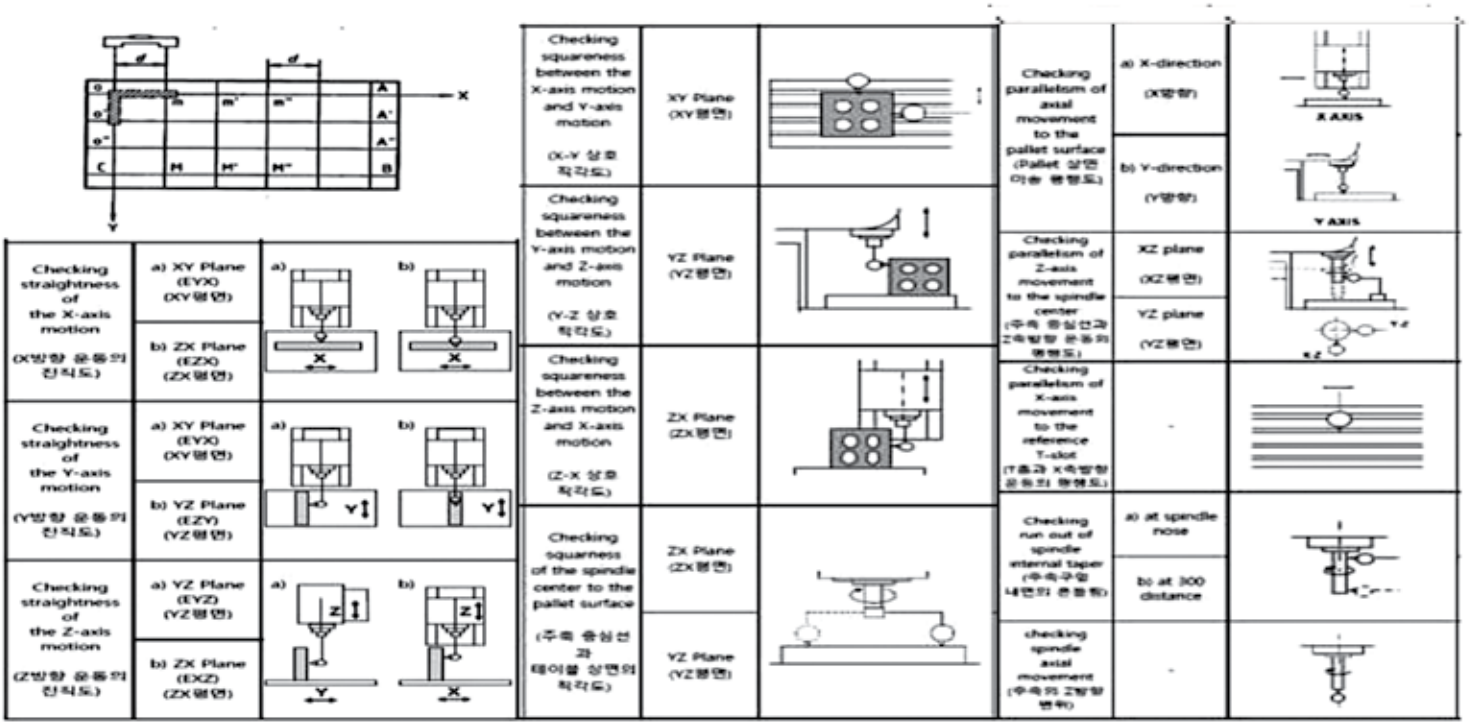
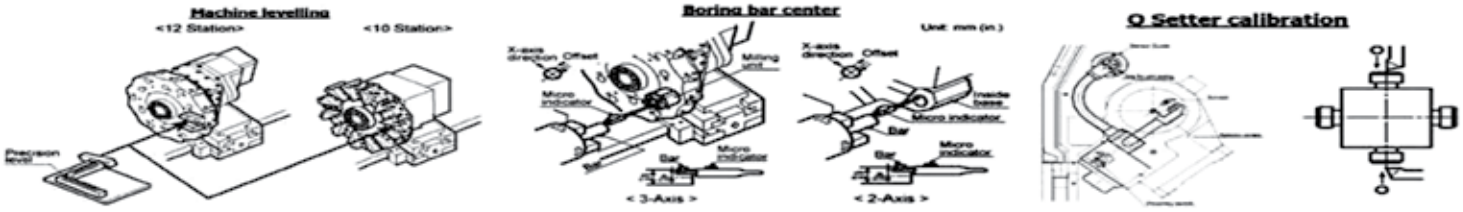
Machine Calibration Services

2. OEM Standard Geometrical Test

To ensure that your machines are in good performance and precise condition, an OEM standard geometrical/accuracy test is recommended in a yearly basis at least once or twice a year.

This includes geometrical test report with our analysis & recommendations for error corrections and spares (if necessary).



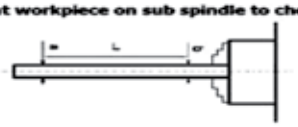


Tolerances on machined workpiece

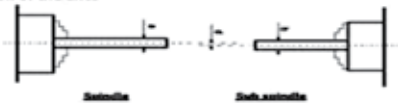
a) Turning of prominent workpiece to check the taper

b) Turning with tailstock for taper testing

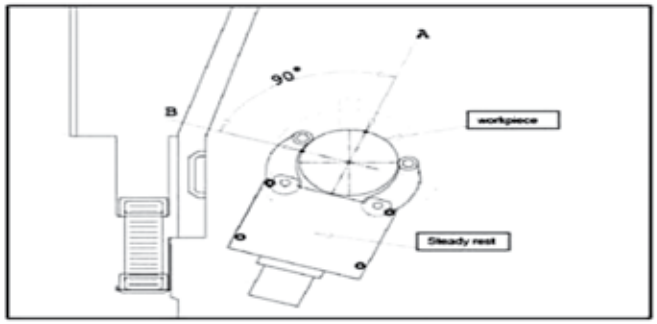
c) Turning of prominent workpiece on sub spindle to check taper



d) Turning of prominent workpiece on spindle and sub-spindle to check the deflection of the axes



e) Checking of the steady rest alignment on the machined shaft between spindle and tailstock



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Teleservices / Online Remote Support

We provide teleservices or online remote support for PASSTECH or NON-PASSTECH supplied machines depending on the machine and control if with activated built-in network interface.

For FANUC series control, we can supply an option for OPEN CNC and DUAL SCREEN FUNCTION to enable remote access anywhere via network interface.

TELESERVICE – REMOTE SUPPORT

- TO SUPPORT YOU TO DO DIAGNOSTIC, TROUBLE SHOOTING, ERROR ANALYZE, MODIFICATION ON PART PROGRAM

DIAGRAM: FANUC CONTROLLER → HOST LAPTOP /PC → NETWORK → REMOTE LAPTOP / PC

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Retrofitting

We provide a wide range of retrofitting services for your machine requirements either a new CNC control or OPTIONAL accessories listed below.

1. Numerical Controls
2. Digital Readout (DRO) system and linear scale units
3. Probing System
4. Workholding System
5. Bar Feeding Systems
6. Chip Management System
7. Air Filtration Systems
8. Coolant Management Systems
9. Special Tooling Solution
10. Others

Spare Parts Supply

We supply variety of spare parts for most of machine tools especially those machines in our product range like DNS, Hartford, GF, Neway, etc. including non-Passtech supplied machines through our several partners world-wide and our main branch OVERMACH (Italy).

Also, we supply machine optional accessories (including retrofit if required), consumables and lubricants for your machine.

PREVENTIVE & AMC

BREAKDOWN SERVICE

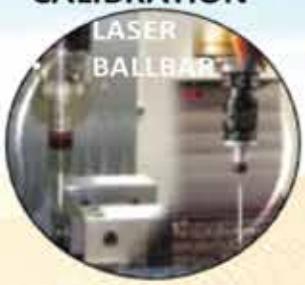
MACHINE RELOCATION

RETROFITTING

SPARE PARTS

SERVICE

CALIBRATION



TRAINING

TELE SERVICE /
REMOTE SUPPORT

EVALUATION OF
OLD MACHINE

PASStech

OVERMACH GROUP

Much More than the Machine Tools Supplier

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040-CB-QMS

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