

Dear Valued Customer

Nidec Machine Tool Corporation
Customer Support Headquarters

Notice of Free DIASCOPE service discontinuation

We regret to inform you that Free DIASCOPE service will be discontinued on February 29, 2024. We apologize for any inconvenience this may cause, and we would like to remind you of our new service plans for DIASCOPE after March 1, 2024 as follows. We hope that you will continue to use this service.

In addition, in view of the expected changes in future communication lines, DIASCOPE can be used by commercially available mobile routers (mobile routers contracted by the customer). We would like to take this opportunity to inform you that we have prepared a special plan that allows you to use DIASCOPE by switching to a commercially available mobile router and paying less of the membership fee every year.

We will continue to make every effort to improve our services. We hope we can continue to assist you by find a new service that meets your requirements. We look forward to your continued patronage.

1. Plan for "PRIMATZ members service"

"DIASCOPE" and "PRIMATZ members site" services will be integrated and offered as "PRIMATZ members service" as shown in the table below. Please refer to the Appendix for details.

: Standard, : Option, × : No option

Services for PRIMATZ members	Service Contents				[Reference] Membership Fee (Annual fee, Excluding tax)
	PRIMATZ members site *2)	DIASCOPE			
		Remote monitoring	Operation monitoring	Machine health monitoring	
•Entry Plan	<input type="checkbox"/>	×	×	×	US\$ 0 @1unit
•Standard Plan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	×	US\$ 500 @1unit*1)
•Premium Plan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	US\$1,000 @1unit*1)

*1) If you switch your current communication module to a commercially available mobile router, the membership fee will be US\$150 for the Standard Plan and US\$650 for the Premium Plan.

*2) For machines shipped prior to the start of this service, instruction manuals and other materials may not be available on "PRIMATZ members site".

2. Start Date of Service Plan

This service plan will begin service in March 2024.

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3. Information on the Application Form

In conjunction with the launch of this service plan, we will separately send you an application form to confirm your continued use of DIASCOPE.

If you wish to continue using the service, please fill out the form and submit it to us.

Once you have filled out and submitted the application form, we will send you an invoice from our contracted service provider.

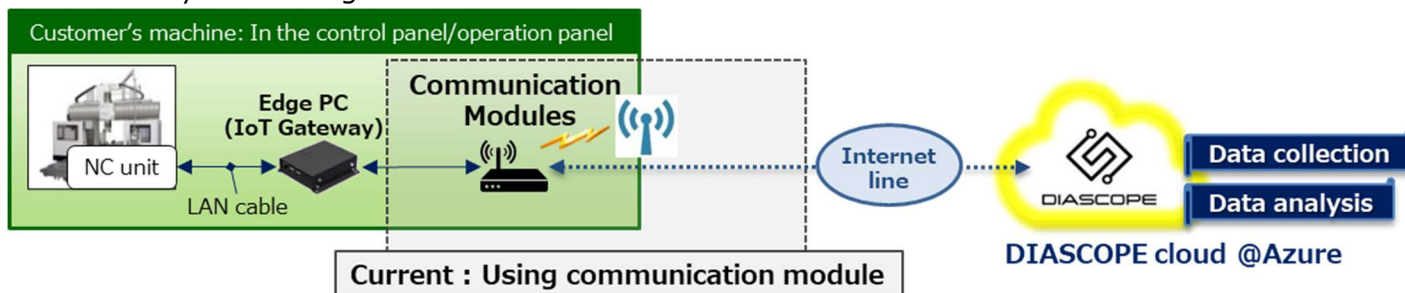
(Attention)

For machines equipped with DIASCOPE as standard, the membership fee is waived for the first year after delivery of the machine, but the membership fee is required for the second and subsequent years.

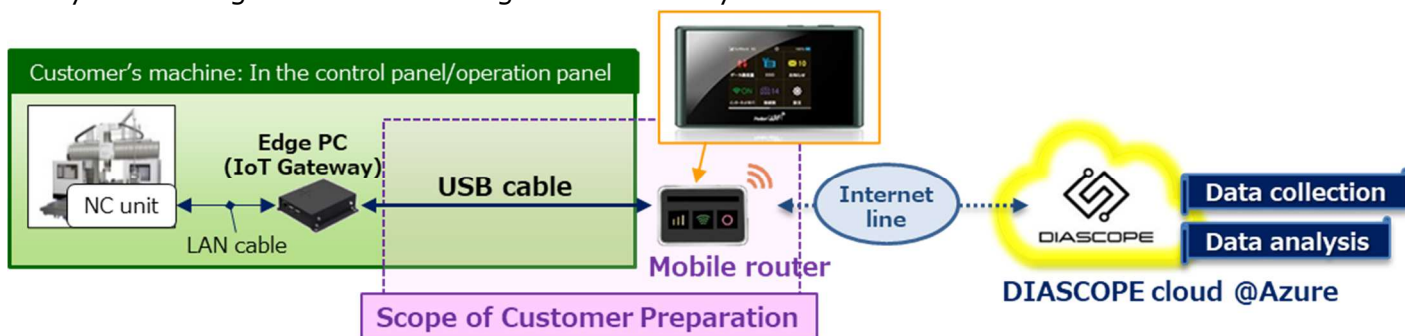
4. Use of commercially available mobile routers

In view of the expected changes in communication lines, commercially available mobile routers (mobile routers contracted by the customer) can now be used. We would like to take this opportunity to inform you that we have prepared a special plan that allows you to use DIASCOPE with a commercially available mobile router for half off the membership fee every year.

■ Current system configuration:



■ System configuration when using a commercially available mobile router:



Service Plans for "PRIMATZ members"

□ Entry Plan:

- 1) "PRIMATZ members site" for members only

This is a members-only site for viewing various information on purchased machines.

In addition to individual machine data, you can browse information on the Web to help you use your machine more conveniently and comfortably, such as alarm search, maintenance guides such as daily inspections, maintenance records, and DIASCOPE information.

▣ Standard Plan:

- 1) "PRIMATZ members site" for members only
- 2) Monitoring system "DIASCOPE": "Remote monitoring", "Operation monitoring"

- a) "Remote monitoring" :

This function monitors the status of a customer's machine and assists in solving and restoring the machine by remote access from the customer support center when a problem occurs with the customer's machine.

- b) "Operation monitoring" :

Various information (signals and data) acquired from the machine are stored in a cloud server via encrypted communication over an Internet line, and the operation status can be viewed on a Web screen.

▣ Premium Plan:

- 1) "PRIMATZ members site" for members only
- 2) Monitoring system "DIASCOPE": "Remote monitoring", "Operation monitoring"
- 3) Monitoring system "DIASCOPE": "Machine health monitoring"

"Machine health monitoring" has two functions: "Machine health report" and "Inspection diagnosis".

- a) Machine health report:

This service delivers "Machine health report" that indicates the health condition of the machine. The remaining life of major components is estimated based on actual machine operation status, and information is delivered as a monthly report indicating the time when replacement is required.

- b) Inspection diagnosis:

Using current and position data from spindle and feed motors/detectors, AI/machine learning diagnoses aging deterioration and abnormalities of ball screws, support bearings, etc.



All for dreams

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