

Hi CNC Enthusiast,

I wanted to thank you again for signing up to our Free CNC For Beginners Course. Welcome to Day 6!

By now I am hoping you are really excited about all of the cool things you can do with a CNC system and hopefully you realize that it really is possible for anyone to own and operate a CNC system. In this email I will answer some of the most common questions that we get from customers looking to buy a CNC system.

**Q - Should I buy a belt-drive or a screw-drive system?**

**A** - Belt drive technology is common on very inexpensive systems. The cost of the components is inexpensive which helps keep the machine cost down. While, as a hobbyist, you can achieve some success with this type of system, a screw-driven machine is always going to be better in the long run. Belts stretch, which can cause deflection in the gantry when jobs are running, especially when you try to run at more aggressive speeds. As such, these machines typically will need to be run much slower to achieve accurate results. A lead screw driven machine develops much more torque for the gantry, which can allow it to process materials faster and with deeper passes. Additionally, there is no stretch or flex in a screw-drive system, so the accuracy, as a whole, is going to be much greater. STEPCRAFT uses precision Acme lead screws and, when properly setup, our machines can maintain very high accuracy.

**Q - Should I buy the STEPCRAFT CNC machine as a kit or should I have it already assembled?**

**A** - This is a hard question to answer because only you know your abilities to read and understand and follow the steps in an assembly manual. Having said that, I can tell you that the assembly process for a STEPCRAFT is not hard at all. You will need some basic tools (screwdriver, 8mm and 10mm box wrench, metric Allen wrenches and scissors). There is no soldering, cutting of metal parts, drilling or any other complicated assembly technique required. Our documentation is very thorough with full color 3D illustrations that walk you through each step. Additionally, we have a **FREE online video training course** with a dedicated video for every assembly step. If you have patience and can commit to following the instructions, then you should have no problem with assembly. However, if you are short on time, or just not comfortable with the idea of assembling the machine, then we can certainly assemble it for you (additional charge and shipping costs will apply).

**Q - How long does it take to assemble a STEPCRAFT CNC?**

**A** - It takes our average customer 6-9 hours to go from box to running machine.

**Q - How long will it take me to learn how to use the STEPCRAFT CNC?**

**A** - In all honestly, every customer should be able to cut out our test part as soon as the system is assembled and calibrated. We have a video tutorial to teach you exactly how to do this. As far as custom designing projects, our average customer starts to become proficient at using the CNC machine and designing their own projects with a week. We have a lot of good support information and videos online to help teach you in detail.

**Q - What do you offer for warranty and support?**

**A** - We offer a full 2-year warranty on most parts. We offer online, video and phone support (M-F 9am-5pm EST).

**Q - How does STEPCRAFT compare to the inexpensive Chinese machines I see on EBay or Amazon?**

**A** - This is one of those cases where you definitely get what you pay for. If you are new to CNC or if you plan to use your CNC machine to make money with a business, then keep in mind that support should be a key consideration. You will have questions... Imagine that you have a job that you are under a time crunch for and you find yourself stuck needing an answer from support ... will the company be there for you via phone? Or will it be email-only? What is their response time? Can you live with a 2, 3, 4 or longer day support response? When parts are needed, where are they coming from? How long will it take you to get replacements? I take pride in the support that we offer our customers. Between our online, social media, video and phone support, our customers never wait long for answers to their problems. We stock parts for everything we carry in our facility in Torrington, CT and parts are always ready for immediate shipping. When you buy a STEPCRAFT CNC system, you are not just buying the machine, but you are joining our family and we are here with you for your CNC Journey.

**Q - Do STEPCRAFT machines come with the spindle, software and everything else I need to get started?**

**A** - We sell our CNC systems two different ways: as individual components or as complete system packages. If you [CLICK HERE](#) you can see all of the various Complete System Packages that we offer. These were designed with the most common components needed for various applications. We created these packages to make the buying process simpler for our customers. For customers that need a more

customized solution, our sales team can configure a solution to meet your exact needs. Our goal is to always do whatever we can to meet our customers application needs and budget.

## **CNCFAQ.us Website**

Over the years we have compiled hundreds of questions from our customers into a dedicated FAQ system. You can access this by visiting [www.CNCFAQ.us](http://www.CNCFAQ.us).

If you have any specific questions, please email me at [info@stepcraft.us](mailto:info@stepcraft.us) and myself and my team will be sure to get you an answer right away.

## **One Last Question...**

**Q - Do you offer any discount promotions?**

**A** - Stay tuned for tomorrow's course email for Day 7

## **A Special Offer In Tomorrow's Email...**

You did not think I was going to have you go through this email course without having a special offer, did you? I appreciate you letting me into your inbox for the last 6 days and to share some of my CNC knowledge with you. I would love to continue the CNC journey with you, if and when you are ready. Please feel free to reach out to me at any time by emailing at [info@stepcraft.us](mailto:info@stepcraft.us) or by calling my team or me at 203-556-1856.

Sincerely,

A handwritten signature in black ink, appearing to read 'ERICK ROYER', with a long horizontal line extending to the right.

Erick Royer

Director

[www.Stepcraft.us](http://www.Stepcraft.us)