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OMNI CNC Technology Co.ltd.
No.2-1-613, Zhongqi Cai Shijie
Jinan, Shandong, China 250031

RE: Purchase of an Omni 1530 cnc router

This letter is in reference to my purchase of an Omni 1530 Cnc router which I purchased in May 2012 and which I received delivery of in early August 2012.

I was looking at a versatile router for use on wood and plastics. I had built my own 5x7 feet cnc but wanted a more rugged and precise machine. Furthermore, I have plans to convert it to a 5 axis cnc and required a long Z travel. I looked at other models but the unique configuration of the 1530 was what I needed. The unique configuration of the Z axis maximizes travel while providing a very rigid and stable platform which reduces deflection and inertia.

I had discussed my requirements with various sellers prior to contacting Omni. Often times these would have a female salesperson, or at least she contented to be, in the hopes of enhancing sales, but unfortunately they did not understand the physics behind the design and conception of the machines. When I spoke to Omni, I found the personnel at Omni to be most cooperative and knowledgeable in their understanding of my requirements for my machine. The issue was not price but quality and this was apparent at every step of the analysis of my requirements. You can easily find cheaper cnc machines but you get what you pay for.

Also, I had never bought equipment from China before and must admit that I was a little pre-occupied as to quality and having to pay for a machine that I would only see on delivery. Omni's personnel kept me informed throughout the building of my machine and provided me pictures to show me progress and this greatly re-assured me. At the end, I was shown detailed pictures of my machine as well as a video of my machine being used prior to sending the final instalment.

I also appreciated the extras that they did for me. I had asked them to purchase for me some heavy casters as I had to roll this machine in a residential garage and not only did they buy this and only charge me cost but also welded and tapped metal plates for the installation of the casters and even included the bolts for this. Needless to say, this simplified moving this heavy machine as mine weighed over 4400 lbs.

When I received the machine and found it to exceed my expectations in terms of build quality. The machine was carefully packaged for transport and things were identified to help in setting it up. In my case the machine could not be crated as it would have been too big for the container.

Although all salespersons will promise after sale support, this is usually a nightmare for many buyers. I have had to contact Omni for various questions and information after my purchase and have had no problem reaching them via skype and their response and answers were very quick. I also had no issue purchasing extra parts for my machine and these were offered at very competitive prices.

I am very happy with my machine and have no hesitation in recommending Omni.

I would recommend to any buyers to verify their requirements and options as these can greatly impact price and performance. Also, electrical requirements vary from country to country and it is important to specify this as well.

Darren Gladysz

