

# AFTER SALES SERVICE

## Service Incident Acceptance

### 1. Organizational information

Self-help support through the hotline and remote services is coordinated by our service control center. They will accept, classify and confirm your request. The service control center is available to all customers during our business hours. If you have taken out a service agreement with us, the on-call times agreed in the service agreement will also apply.



**Remote services are not possible without the customer's active cooperation. The customer is always responsible for the safety of the machines or systems on site.**

Calls are not generally forwarded for the provision of remote services, but rather you will be called back. Direct requests for help from a specialist department are always referred back to the service control center, at least whenever an incident ticket has not yet been created.

### Notes for customers without a service agreement

For customers without service agreements, access to hotline and remote services may be limited, as customers with a service agreement are always given priority and service engineers with the corresponding expertise may be temporarily unavailable. Response times cannot be guaranteed.

### 2. On-call times and response times

Unless explicitly agreed otherwise in the service agreement, the following on-call times and response times apply as guide values for remote services without a service agreement:

Business hours: Monday – Thursday 8.00 a.m. to 4.00 p.m.  
 Friday until 12.00 noon  
 On-call time: Monday – Friday after business hours up to 8.00 p.m.  
 Saturday 8.00 a.m. to 12.00 noon

1st level support during business hours and on-call hours

2nd level support during business hours: max. 6 hours

The above-mentioned guideline response times apply only during business hours.

#### EMA Indutec Hotline

phone: +49 6226 788 111

fax: +49 6226 788 112

e-mail: [ema.service@aichelin.com](mailto:ema.service@aichelin.com)

### 3. Incident acceptance

For incident acceptance, we require the following information, by e-mail if possible:

- The contact person's contact details (company, telephone number, e-mail address),
- The machine data (order number),
- A fault description, as accurately as possible, with information on any measures already taken,
- The urgency,
- A purchase order or warranty claim.

We will confirm incident acceptance immediately in writing (usually by e-mail) with a processing number.

### 4. Initial help with troubleshooting (1st level support)

Experienced employees in our service control center will provide initial quick and competent assistance so that, in very many cases, the incident can be resolved by your own maintenance personnel, or deployment of a briefed service engineer can be arranged.

## 5. Specialist advice by telephone and teleservice (2nd level support)

If initial support is unsuccessful, you can request specialist advice by telephone from a development, construction or process engineering employee. A specialist will then call you back, usually within the above-mentioned response time. If deemed necessary by the specialist, support can be provided via teleservice. The technical requirements for teleservice are an interface provided by EMA Indutec as well as a digital telephone connection, preferably an Internet connection.

Further details are regulated in the teleservice agreement or in the service agreement. Using teleservice, we are able to access your system control unit, if the control unit is equipped for this. We only implement access if we have the relevant authorization from the customer. The access is used only for the agreed use case.

The diagnostic options opened up in this way enable the causes of incidents to be contained online and even enable minor software changes to be implemented. Experience shows that this can prevent the need for on-site service deployments, or ensure better preparation for service deployments, and therefore reduce system downtimes.

Please note that an on-site service deployment may still be necessary to eliminate incidents.

## 6. Remote service fees

Initial help with troubleshooting (1st level support) is provided free of charge during business hours.

Specialist advice and teleservice (2nd level support), and the use of our Service hotline outside business hours, are chargeable for all customers without a service agreement. The fees are charged even if unsuccessful or if a service engineer is deployed later.

For all systems that are still under warranty, remote service is usually free of charge, unless the customer culpably caused the incident.

1st level support within business hours	free up to a maximum of 30 minutes
1st level support outside business hours, per incident	flat rate of €250, plus expenses*
2nd level support Specialist support by telephone and teleservice	flat rate of €250, plus expenses*

## 7. Provision of spare parts

We would be pleased to compile a specific list of spare parts and wear parts for your system so that in an 'emergency', fast and easy parts replacement is guaranteed with the spare parts available in your warehouse.

Spare parts not stored on-site will be delivered to you in the fastest and most cost-effective way. We keep frequently required spare parts in stock for you and all other parts are procured as quickly as possible. If you have any queries, please contact our spare parts sales team.

## 8. Liability for defects

If the remote services are provided for machines or systems covered by a valid warranty or service agreement, the remote services shall be subject to the respective liability for defects agreed therein. If the remote services are provided with no service agreement in place, our liability shall be limited exclusively to the remote services performed. Our General Terms and Conditions of Supply apply exclusively.

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\*: Expenses: Usually working time multiplied by the current hourly service rate.  
Billing is per 15 minutes or part thereof.