

This is a PDF form and your entries can be saved.

## Maintenance/Repair Order

Please fill out this order form and send it back to us by mail or fax. A detailed failure specification helps us find the failure more quickly and speeds up the repair.

### Data of Customer

Company: \_\_\_\_\_  
Contact person: \_\_\_\_\_  
Street: \_\_\_\_\_  
Postal code / city: \_\_\_\_\_  
Phone / mobile: \_\_\_\_\_  
Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_

### Delivery Address (if different)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Machine

Type: \_\_\_\_\_ Year of manufacture \_\_\_\_\_  
S/N: \_\_\_\_\_ Counter \_\_\_\_\_

### Scope of Delivery

### Failure Specification

### Additional Notes

### Maintenance/Repair Options

In case it's not marked here, the service will take place without any previous cost estimate settings.

- I would like to have an immediate repair. Please send me a calculation.  
Please repair without an enquiry up to a maximum sum of € \_\_\_\_\_.
- I would like to have a written calculation.  
(We demand fees for a written calculation of the offer in the amount of 3 %. These fees will be credit to the maintenance and repair costs.)
- I would like an on-site service. Please send me the costs for this.
- I wouldn't like to have a VDE-check, even though I do know that this check is legally bound.  
(According to BGV A3 § 5 and TRBS1201, fixed inspection interval: 12 months.)
- I would like to have the damaged and replaced components sent back to me.

### Delivery Options

- I'm going to organise the delivery to X-Floc by myself. (Please take a look at our data sheet for sending goods and machines in.)
- After the maintenance and repair is complete, I will organise the return delivery by myself.
- I would like the machine to be collected by X-Floc (for a fee)  
(Please take a look at our data sheet for sending goods and machines in.)
- I would like the return delivery to be done by X-Floc (for a fee).

### Please read our payment conditions:

Invoicing services are payable in cash for all collections and/or after receiving the invoice without deduction.

Date: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

### Internal Notes

Checked During Order Processing

Date \_\_\_\_\_

Order Processing \_\_\_\_\_

## Delivery Options

Please take a look at the following delivery options if you're going to send the machines, accessories or other goods to X-Floc, or have them collected.

- ▶ Use solid cardboard packaging without invalid delivery labels for parcels. Thin cardboards, e.g. shoe boxes, will be easily crushed, invalid labels could lead to a mix up of addresses.
- ▶ Wrap up the goods with padding material to avoid damages. Pad hollow spaces.
- ▶ Fix the machines with straps against overturning on solid, anti-slip and undamaged Euro pallets.
- ▶ If there is no repair at the top of the machine (filling hopper) to do, please send us the machine without the top attachment. Generally, this reduces the freight charges. (Except EM300, EM500-series)
- ▶ Add every accessory, e.g. control, control cable, power cable and other accessories, to the machine so that we can check every functional unity at once. We can only check and repair what you send in.
- ▶ Always send in defective controls with the associated rechargeable battery and charging device.
- ▶ To your parcel add a detailed failure specification. Please use our maintenance-/repair order sheet.
- ▶ Repair orders will be also accepted without any advance notices. However, return deliveries will be only accepted after a previous written permission by us (please read our terms and conditions).
- ▶ Reverse charges will be only accepted if we have previously given permission to do so.
- ▶ Place the sender and recipient's addresses visibly and secure from loss at the parcel.

If you need more information or help please address yourself to our processing of orders.

## Workshop Opening Hours

Monday to Tuesday: 7:00 - 12:15 / 13:00 - 16:15 o'clock  
Friday: 7:00 - 12:15 / 13:00 - 15:00 o'clock