



We gladly support you!

We received your support request for a RonTech feeding application. We are pleased to offer you our service and supporting activities to help you competently and as fast as possible. The reaction time of our staff is depending on the disturbance and on the availability.



In a first step, we prove and analyse your inquiry free of charge in the following extent

- prove of your inquiry and consult the competent specialist
- queries in case of dubiety and missing information
- free support up to 30 minutes by phone or via e-mail



Further support we offer you against invoicing in the following extent

- in-depth review and analysis
- telephone support in German and English at fixed landline rate (included in hourly tariff)
- e-mail support and instructions
- remote maintenance tools (if possible)
- documentation and software maintenance / log file keeping

Costs

- we charge per started ¼ h: per hour CHF 180 / € 180 excl. VAT
- remote maintenance tool: we charge per started ¼ h: per hour CHF 150 / € 150 excl. VAT



Comprehensive special offers

- repairs of components at our suppliers or at our company
- replacement deliveries
- spare parts
- inspection and maintenance on-site
- training



What do we kindly ask you to do when you receive this document?

- ✓ Without your immediate written feedback, you agree on the terms of charging our services
- ✓ In a next step, you inform us of your billing address and, if necessary, the order number. Otherwise the invoice will be issued according to your contact data.