



maschinenbau gmbh

ONLINE SERVICE AGREEMENT

1.1. Preamble

This agreement regulates the need and use of services and support addressed to us

- a) online by using our questionnaire
- b) by phone
- c) by email to our service department.

The agreement only comes into effect by being accepted in our questionnaire. This will be followed by our written order confirmation sent by email.

1.2. Services and supports in case of any malfunctions and faults

Our services and supports may cover among others:

- advice on technical problems
- troubleshooting and centralized fault location
- adjustment support
- online program maintenance
- online error correcting
- delivery of spare and wear parts
- delegation of service technician

1.3. Indications of malfunctions and faults

The indications of malfunctions and faults have to be done within our regular office hours. These are:

Monday to Thursday from 8.00 am to 4 pm.

Friday from 8.00 am to 2.30 pm.

In case of indications done Monday to Thursday after 3 pm or done on Fridays after 1.30 pm our agreed delegation period will start at 8.00 am on the following working day

In case of indications done on Saturdays, on holidays as well as shortly before or during one of our holiday periods the agreed delegation period will start at 8.00 am on the next regular working day.

1.4. Period of delegation of service technician

In case of receiving your malfunctions' or faults' indication and if all other possibilities of repairing are not practicable we are prepared to send a service technician to your works within a period of 24 hours.

In case of existing any different agreement with your company concerning the delegation period, the details of this individual agreement are valid.

Unless it concerns an accepted case of warranty (Gewährleistung), the delegation of a service technician is without exception invoiced at actual expenditure based on our applicable cost rates submitted to you.

Information on our actual and applicable cost rates may be ordered any time by email (verkauf@dft.at or service@dft.at).



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- 1.5. Period of delegation in case of travel handicaps.**
In case of travel handicaps not caused by us and out of our responsibility the above mentioned or separately agreed delegation period is not valid.
- 1.6. Period of delegation in case of spare and wear parts needed**
If at time of a fault or a malfunction indication it is already known that spare and wear parts are needed, the delegation period starts as soon as the necessary spare and wear parts are available at your works.
- 1.7. Warranty and warranty period (Gewährleistung und Gewährleistungsfrist)**
Our general contract with your company includes a binding warranty agreement (Gewährleistungsvereinbarung). Our warranty is valid assumed that you as the responsible systems'operator are working correctly and completely according to our manuals and assumed that all necessary maintenance and cleaning works are done right on time.
- 1.8. Limitations of warranty and disclaimers (Gewährleistungsbeschränkungen und -ausnahmen)**
All services and supports as mentioned in 1.2. done beyond our warranty assumptions or done beyond our warranty periods (Gewährleistungsübernahme und Gewährleistungsfrist) will be invoiced at actual expenditure based on our applicable cost rates (please see 1.4.).

For purchased parts and components our warranty (Gewährleistung) is limited according to the contracts with our suppliers.

In any case our warranty (Gewährleistung) does not cover wear parts.

Our service hotline within the regular office hours:

+43 (0) 75 83 5555 500

Or by email to:

service@dft.at

We guarantee absolute confidentiality in the treatment of informations and data transmitted. Further details in www.dft.at/disclaimer.

November, 2016
dft maschinenbau gmbh
General management



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