

TECHNICAL SUPPORT REQUEST**EQUIPMENTS GROUP 2: EP 300 – EP 314 – EP 319 - EP 507 – SERIES EP3000 – EP4000**

Company: _____ Surname/name: _____

Address: _____

VAT No./Fiscal Code: _____ Phone no.: _____ Fax no.: _____

Model : _____ Serial no. _____

Under warranty repair:

(It is required to enclose copy of purchasing invoice in order to do intervention under warranty)

 YES NOFaults: _____

Calibration Certificate for ISO (on request):

€ 130,00*

 YES NO

HW+SW configuration for web updates (on request): (see price list)

(Can be applied only on following models: Ep3000 EVO, Color, BW with FW version lower than W8.0)

 YES NO

Contact person for any further information: _____

Tel. No. : _____

Potential forwarding agent to be contacted: _____

General conditions for supply of Technical Service Support**(Price including labour/consumable/components)**

This sheet authorizes intervention at following conditions:

Labour: € 85,00/h + consumption materials**Fixed fee: € 70,00* (also when non-repairable)****Upper limit € 320,00***

Transport: on user's behalf

Payment "Cash on Delivery", whether otherwise agreed with Commercial Direction.

Repair time:

- Product under warranty: 7 working days
- Product out of warranty: 12 working days
- Product out of production: 20 working days

Warranty on repair:

- 6 Months warranty on intervention (defect found)

*prices are VAT excluded

TOGETHER WITH THE INSTRUMENT IT IS ESSENTIAL TO SEND THIS REQUEST COUNTERSIGNED FOR ACCEPTANCE

Date : _____

Customer's signature and stamp _____