

**TECHNICAL SUPPORT AT FACTORY**

EQUIPMENTS GROUP 3 - Models: AP01 - EP 2500 – EP 2300 – RB 25 – RB 23

Company: \_\_\_\_\_ Contact person: \_\_\_\_\_

Address &amp; Phone nr.: \_\_\_\_\_

Equipment: \_\_\_\_\_ Serial number: \_\_\_\_\_

Purchase date: \_\_\_\_\_ Purchased at: \_\_\_\_\_

Under-warranty repair  Y  NFaults: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Calibration Certificate (upon request):	€130,00	<input type="checkbox"/> Y	<input type="checkbox"/> N
Possible Hardware integration for Software upgrade: (Only applicable to models: EP2500/EP2300 or RB25/RB23 with FW version below W2.0 or R2.0)	€45,00	<input type="checkbox"/> Y	<input type="checkbox"/> N

Please note: a special kit (see price list) is needed for integration of Software upgradable through Internet - only for RB 25.

Contact person for further information \_\_\_\_\_

Phone nr.: \_\_\_\_\_

Possible forwarder for the shipment: \_\_\_\_\_

**General conditions for Technical Service Support  
(Price includes labour/consumable materials/components)**

By this form you authorise Unaohm Technology S.r.l. to repair your faulty equipment as per the following conditions:

**Labour: €82,00/h + consumable material****Fixed charge: €60,00**

(applicable for check operations for not-detected faults, too)

**Maximum charge: €300,00**

Fixed charge for budget expense, in case the equipment can not be repaired.

Transport: at customer's charge

Payment IN ADVANCE, unless otherwise agreed with our Commercial Dept..

Repair times:

- Under-warranty product: 7 working days
- Out-of-warranty product: 12 working days
- Out-of-production product: 20 working days
- Older than 10-years product: to agree on

Repair warranty: 6-months warranty on the performed repair

IT IS ESSENTIAL TO SEND THIS FORM WITH YOUR SIGNATURE AND STAMP TOGETHER WITH THE EQUIPMENT, AS AN ACCEPTANCE OF THE ABOVE CONDITIONS.  
WE REQUIRE ONE FORM FOR EACH EQUIPMENT TO BE REPAIRED.

Date : \_\_\_\_\_ Signature and Stamp: \_\_\_\_\_