

Service request

Service engineer

Phone support/Remote service

*your order number:

Requisitioner (invoice recipient)

*Company

*Street, No.

*Postcode

*Place

*Name of requisitioner

*Department

*E-Mail

*Phone number

Fax

Place of installation/Contact person (if deviant from requisitioner)

Street, No.

Postcode

Place

Contact person

Department

E-Mail

Fax

Phone

Mobile

Issue description/Task description

Repair Troubleshooting Maintenance Other

*Name of the machine: _____

*Machine number: _____
(A-No./E-No.) (Example: 412XXXX->readable in the type sign)

Desired date: _____

*Date/Signature (if necessary company stamp)

! In order to achieve a quick handling of your request, please explain in the field below "Further information/Error description" at which point the error comes up and which consequences follow. Please describe the error as detailed as possible.

(Further information/Error description)

Note: Please fill in all *marked fields to guarantee the quickest possible processing of your request. Strong dirt not only complicates all necessary work and interferes machine functions, it also endangers the health of our employees. Especially in case of slip danger because of lubricant, solvent or separators. To guarantee the start of work without delay, please clean the machines before our service engineers arrive. Non-repairable spare-parts which have to be exchanged during the assignment will be charged afterwards at the requisitioners' expense. The basis for the calculation is the signed field service report of the company Paul Köster GmbH. The declaration whether the assigned activities are part of the warranty performance obligation of the Paul Köster GmbH takes place after finishing the repair work. This document counts as an official order as well as basis for the application of an assignment at Paul Köster GmbH. Please note our actual terms of delivery, payment terms, assembly terms as well as our general terms and conditions.