

Service concept

Available service technicians

<u>Name:</u>	<u>Availability hours:</u>
Philipp Weiß	Monday to Friday 8:00 am. - 10:00 pm.
Wolfgang Dold	Monday to Friday 8:00 am. - 10:00 pm.
Jürgen Klenz	Monday to Friday 8:00 am. - 05:00 pm.
Magnus Schleich	Monday to Friday 8:00 am. - 05:00 pm.
Michael Meyer	Monday to Friday 8:00 am. - 05:00 pm.

Possible weekend operations / training etc. need to be agreed in advance.

Qualification service staff

- English - fluently spoken and written
- Experience in resistance welding and set up of welding machines
- Sound knowledge of process engineering, mechanics, pneumatics and electrics

Reaction times for requested service actions

<u>Area:</u>	<u>Response time:</u>
600 km around Munich:	On site within 24 hours
Europe:	On the plane within 24 hours
Asia:	Within 36 hours on the plane, plus handling of VISUM or immigration guidelines, flight options
South and North America:	Within 36 hours on the plane, plus handling of VISUM or immigration guidelines, flight options

Conditions for possible service actions:

- Delimitation of the service case by telephone, e-mail, etc. definition of damage
- Written requirement, depending on location Submission of a written order
- Calculation of the response period only on working days (Monday – Friday)
- If necessary, written invitation (countries requiring visa)
- Organisation of the transfer from the airport to the location by the requesting company

Spare parts:

We usually have the following spare parts in stock:

- Welding control
- Main board for welding control
- Welding transformers
- Displacement and force measuring systems
- Proportional valves
- Welding heads basic type
- Welding pincer basic type

For countries that are difficult to handle in terms of customs, we recommend that you stock your own supplies of the most important assemblies!

Service charges:

Description:

Cost rate:

Travel time:	80,00 € per hour
Hotel	Middle class against invoice
Working hours on weekdays:	110,00 € per hour
Saturday:	50 % surcharge
Sundays and public holidays:	100 % surcharge
Daily expenses all Germany	48,00 EUR per working day
Daily expenses European Union	60,00 EUR per working day
Daily expenses Foreign Country not EU	90,00 EUR per working day
Car, mileage allowance	0,80 EUR per kilometer
Plane up to 8 hours travel time	Economy - Class against invoice
Plane up to 8 hours travel time	Business Class against invoice

When using the foreign partner companies, the cost rates may differ and may have to be agreed separately.

Partner companies:



Shanghai Kelai Mechatronics Engineering Co., Ltd.

No. 1555, Luodong Road, Baoshan District, CN-200949 Shanghai

Phone: +86 021 / 33850620

www.sh-kelai.com

E-mail: weifeng.wang@sh-kelai.com

MATUSCHEK

Matuschek Meßtechnik GmbH,

Werner-Heisenberg-Str. 14, D-52477 Alsdorf

Phone: +49 (0)2404 / 676-0

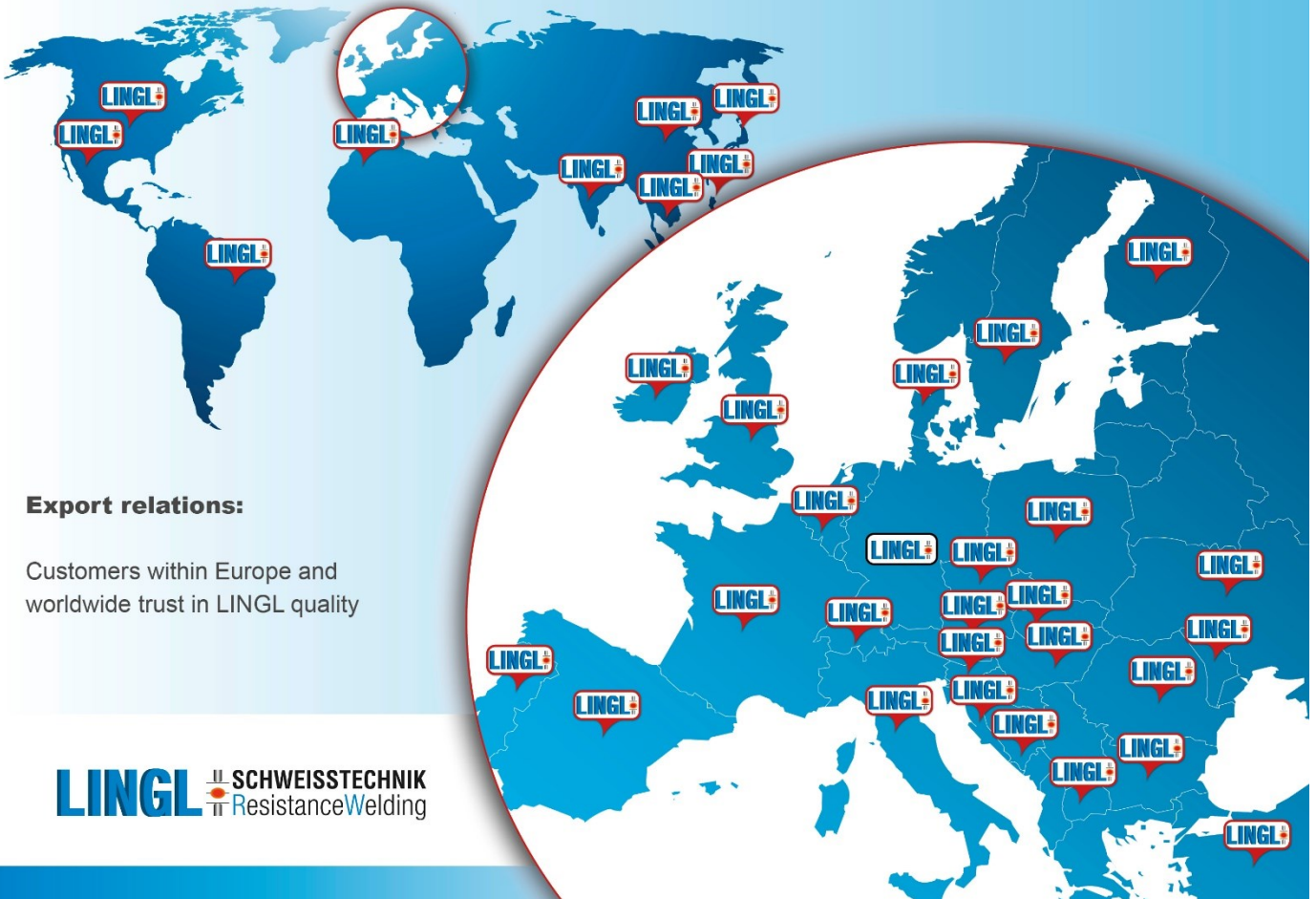
www.matuschek.de

E-mail: info@matuschek.de

For eventually **malfunctions of the welding controls** we work together with **Matuschek offices** or their representatives



LOCATIONS OF MACHINES AND WELDING COMPONENTS SUPPLIED BY LINGL



Export relations:

Customers within Europe and worldwide trust in LINGL quality