

# "DIGITAL SERVICE"

Everything is performing smoothly with this service.

New from 05.05.2023

We are taking the digital highway, so we can respond faster there and be there to support you!

Your own machine specialist will receive instructions from our experts by the most common messenger services / online platforms via audio, video or chat, so he can resolve the faults on your MAG-EUBAMA machine as quick as possible. Along with the protection of contactless service, you will also benefit from quick response time, the planning security, lower costs, (i.e. reducing the machine down time, traveling expenses, etc.). As a result of this change we all are contributing to environmental protection.

## CHECK LIST for the "Digital Service":

- > Technical fault on a MAG-EUBAMA rotary transfer machine.
- > Contacting MAG-EUBAMA Service.  
(Please have the machine type and serial number ready)
- > Recognizing the service incident under a service ticket.  
(Please tell us the ticket number you received, whenever you are contacting our service!)
- > Immediate measures to resolve the issue by telephone.
- > Scheduling a date for further analysis via digital media, if required.
- > Scheduling a date to determine the required spare parts via digital media, if required.
- > Suppling possible solutions.
- > Scheduling a date to support your employees resolving the fault via digital media.
- > Reporting the fault has been resolve successfully.
- > Service ticket will be closed and invoiced, as applicable.  
(we do reserve the right to invoice service calls, received in a short period of time, under one ticket number)

This checklist is only a rough guide, our service technician will, of course, coordinate any further steps with you!

Please contact our service technicians, if you have any questions, or when you need more information about our "Digital Service".

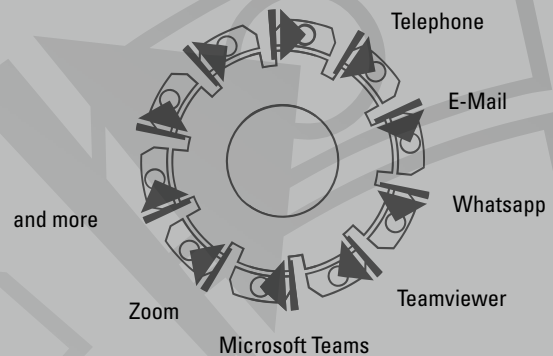
## MAG-EUBAMA GmbH & Co. KG

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E-Mail: info@mag-eubama.de · www.mag-eubama.de



## Digital MEDIA at MAG-EUBAMA:

There is a large variety of messenger services / online platforms to get in contact with you. i.e.



Please let our service technicians know which messenger service / online platform you prefer!

## Overview for the COSTS for the "Digital Service":

Up to 1 hour support time is free of charge for each service incident / ticket. The 2nd hour of support time, we are invoicing our usual service and assembly rates in its version valid at that time.

We will be pleased to send you a list of the rates, if required.

Support time = the required time that each service technician is needed for this service incident/ticket. I.E. 10 Min. technician + 10 Min. engineer = 20 Min. support time. You will be informed about the possible costs when you make the service call.

## AVAILABILITY of our "Digital Service":

Monday to Thursday from 7.00 AM until 12.00 PM and 12.45 PM until 15.30 PM, Friday from 7.00 AM until 12.15 PM (MET, Middle European time).

## Your Service-CONTACT PERSONS at MAG-EUBAMA:

### Service+Assembly:

Mr. Holger Renz · Tel.: +49 741 267 150 · E-Mail: Renz@mag-eubama.de

### More contact persons at MAG-EUBAMA:

#### Spare part sales:

Mrs. Fiona Schenk · Tel.: +49 741 267 130 · E-Mail: Schenk@mag-eubama.de

#### Sales:

Mr. René Ebel · Tel.: +49 741 267 118 · E-Mail: Ebel@mag-eubama.de

Mrs. Daniela Stehle · Tel.: +49 741 267 169 · E-Mail: Stehle@mag-eubama.de