

Our service improved - Quickly back on track

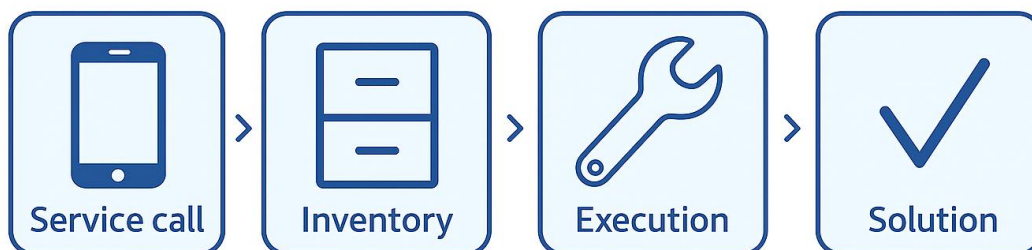
We have improved our service to service you even better. Please therefore consider our practices when reporting a service request.



1. How to report a service request?

Service request	Description	Solution
Report malfunctions by Whatsapp +31 174-255 678 E-mail service@koppertmachines.nl Service telephone +31 174 - 255 678	Describe your request clearly 1. What is the problem? 2. Which machine? 3. Since when? 4. How often does it occur? 5. With which symptoms? 6. Can you add a video or photo?	The service coordinator 1. Registers the servicecall 2. Coordinates follow-up 3. Keeps you informed Until the problem is fixed! Availability service Mo-Fri 8:00-16:45 (CET) Outside these hours only available by telephone for priority malfunctions

2. The process – clear and simple



Service call	Report the service request with mail, WhatsApp or telephone.
Inventory	Our service coordinator contacts you and makes the situation clear.
Execution	Our service employees work on a solution.
Solution	We give updates on the progress and the given solution.

3. The advantages of our service method



- ✓ Professional coordination of repairs and maintenance.
- ✓ Mechanics can focus fully on solving the issue.
- ✓ Always up to date on the progress.
- ✓ Less downtime, lower costs.