

Technische Information

**TESVOLT-Service-Countries**

**Information**

The following TESVOLT service matrix describes the availability of individual services depending on the market. Unavailable services outside the markets or segments developed by TESVOLT are not completely excluded and can be requested and offered individually.

Commissioning, maintenance, and fault analysis are available worldwide at a charge.

The transport documents relevant for shipping are provided by us. We will be happy to provide you with contacts of service providers who can assist you with the logistical processing. However, we would like to point out explicitly that you act as an importer in third country transactions and thus also assume the duties and tasks of such an importer. These include associated costs and duties.

**TESVOLT Service Countries**

Germany	Austria	Switzerland	Belgium	United Kingdom	Norway	Sweden	France
Netherlands	Poland	Italy	Portugal	Spain	Czech Republic	Australia*	South Africa*
Brasil*	Chile*						

	TESVOLT Service Country	Outside TESVOLT Service Country
Helpline 8:00 – 16:00 CET	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Technical design / Consulting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Academy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Order processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Logistics / Shipping	<input checked="" type="checkbox"/> (CPT)	<input checked="" type="checkbox"/> (EXW)
Technical helpline 8:00-16:00 CET	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Complaint registration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Spare parts management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Error analysis on site (TESVOLT or certified Service Partner)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Commissioning support on site on request (quotation)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Commissioning support remote	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance on site on request (quotation)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TESVOLT Partnerportal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\* Countries are treated as outside TESVOLT service countries with regard to logistics / shipping.