

Order

for remote maintenance to be carried out by the service department of Mahlo company

Ordering party / Customer :
Name of ordering party :
Position / Role in company :
Authorised to issue the order Yes ☐ No ☐
Mahlo machine / Serial number :
Requested date and time :
Work coordinator on site :
Email :
Mobile phone :
Team Viewer ID of the target computer :
Team Viewer password if not Mahlo standard :

The order is issued in the framework of warranty: Yes ☐ No ☐
(Subject to review of entitlement to free remote maintenance by Mahlo)

The order is invoiced without teleservice contract: Yes ☐ No ☐
(The service will be charged at 180€ per hour for each hour or part thereof. Preparation time and rework will be charged in addition to the online time.)

The customer agrees to the use of video transmission to support remote maintenance. Yes ☐ No ☐

Duties of the customer

The customer shall ensure that:

- a stable and sufficiently fast data connection is established.
- the PC on which remote maintenance is to be carried out is equipped with keyboard and mouse.
- a qualified employee of the customer is named as contact person and accompanies the teleservice intervention on site as the person responsible for the work.
- communication between the responsible person on site and the Mahlo service is carried out in German or English.
- the person responsible for the work ensures that no operating or maintenance personnel are present in the hazardous area of the system.
- possible dangers by unexpected / unsolicited start-up of the range or range components is prevented.
- all persons involved on the customer side who accompany the teleservice intervention, are familiar with the respective safety devices and regulations of the complete machine / range and have been instructed in the handling and monitoring of the safety precautions.
- operating and maintenance personnel only enter the hazardous area of the machine if the person responsible for work has given approval.

- there are no production goods in the range; other operating equipment has been removed from the plant,
and product is only fed upon the explicit request of the Mahlo teleservice technician.

The customer is aware of the possible dangers of remote maintenance and takes all necessary safety precautions on the plant.

Mahlo does not assume any warranty within the scope of teleservice intervention for any damage to man, machine, production goods or equipment.

Mahlo reserves the right to terminate remote maintenance if the person responsible for the work cannot be reached on site.

Date:

Signature:

Corporate seal: