



WEMO Helpdesk conditions

The use of the helpdesk is free during the guarantee period. On expiry of this term customers can make use of the "WEMO Helpdesk service" on the following terms and conditions.

1. The helpdesk is 24/7 available (or during WEMO opening hours without agreement).
For support outside office hours the WEMO helpdesk can be reached on:

Telephone number + 31 73 6407660

Support during WEMO opening hours is possible without special agreements. For support outside these hours (weekend, evening, night & WEMO holidays), we have the possibility for special agreements. Please contact us or see our Website for further information.

2. For efficient use of the helpdesk a modem should be at hand. Costs for connection can be charged. For support, we have the possibility for special agreements. Please contact us or see our Website for further information.
3. The helpdesk is able to render the following services:
Support on solving machine breakdown, if necessary with assistance of a PLC programmer (through modem).
Fast supply of parts, as far as they are in stock at WEMO.
In case the helpdesk is not able to solve the problem arrangements can be made for the visit of a service engineer.
4. Parts are delivered at the current prices; transport charges are at cost.
However, customer should keep the recommended spare parts in stock. If not, and WEMO is able to supply these parts from their own stock, a surcharge will be made.
5. Our helpdesk will endeavour to assist with all requests. However if it is not possible to reach a solution through the helpdesk, we do not accept any responsibility for loss of production or any subsequent claim for consequential damages.
6. In case of abuse WEMO reserve the right to withdraw this service.