

Technical Support you can depend on

Dear customer

The service and support delivered by SETEX worldwide is well known for its high standards. The advise, training, and expert support available from our specialist engineers provides the peace of mind that you will always be cared for. Spare parts are delivered to you in shortest time and software repair and service via online connection can be given instantaneously or within agreed time frame. Fast, non bureaucratic and competent. We get your system up and running in the shortest time possible. With or without service contract – with SETEX support you are always on the safe side.

In order to provide the best possible service to you we have several mechanisms available at SETEX.

1. Internet remote analysis

- Secure and cost effective diagnosis, remote maintenance and troubleshooting.

2. Repairs

- Guaranteed fast response time – as defined in your service contract.
- Original spare parts.
- Equipment on loan (if necessary) for the time of repair.

3. Software maintenance and application support

- **Hotline:** Fast and competent help from SETEX specialist engineers.
- **Training:** On top of the basic instruction courses customers might want to add advanced training or application consulting.
- **Support contract:** Select the most suitable support contract for you out of a hierarchy of three different levels.

Our experts will analyze the situation, pinpoint the problem(s) and will find the most suitable solution, but this might take some time and generate some extra costs which will have to be billed to the customer.

If you strategically plan your support budget, and administrative delays collide with your production planning, then we recommend a support contract tailored to your requirements. We will be glad to inform you for the details.

For single requests without support contract special rates and conditions for SETEX Professional Support apply. For support enquiries regarding test installations or anything which has been identified as our problem will be covered by the normal guarantee.

03/2025

Please enter your contact information here. Thank you.

Contact person:

Company:

City:

Country:

Phone:

Fax:

e-Mail:

To

SETEX
Schermyly Textile Computer GmbH
Sales Department

Hauptstraße 23

D-35794 Mengerskirchen
Germany

Personalized technical support levels to meet your needs

SETEX Software Support Contracts	<i>Basic</i>	<i>Plus light</i>	<i>Plus</i>	<i>Pro</i>
Hotline Helpdesk (direct contact to our Experts)	•	•	•	•
Remote Service (maintenance and troubleshooting)	•	•	•	•
Included OrgaTEX software update		•	•	•
On site visit			•	•
10% price reduction on OrgaTEX advanced training			•	•
24/7 emergency service				•

Yes, I want to know about the advantages of your Support Contracts.

Please inform us of:

- SETEX Software Support Contract **BASIC**: Fast and non bureaucratic first aid
- SETEX Software Support Contract **PLUS Light**: Software-Maintenance and Application Support
- SETEX Software Support Contract **PLUS**: Software-Maintenance, Application Support and on site visit annual OrgaTEX software update
- SETEX Software Support Contract **PRO**: 360 degree healthcare
- Please call back. My phone number: _____

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