

## mechatronic ServiceDesk

Dear valued customer,

for all service requests from Singapore we have a single contact point in Malaysia.

### During business hours

You can reach us

*Monday – Friday from 08:00 and 18:00* under following number **+43 699 133 999 73**

For requests during our office hours we guarantee an answer including a confirmation number within 4 hours.

### Outside business hours

In addition to our contact number and outside our normal opening hours, our servicedesk E-Mail is at your disposal [marko.anzelak@mechatronic.at](mailto:marko.anzelak@mechatronic.at) with [service@mechatronic.at](mailto:service@mechatronic.at) on copy.

Outside our normal business hours we shall get back to you the next working day until 12 o'clock noon.

### Onsite service

For external service requests received between *08:00 and 12:00*, our service engineer will be on site the next working day between *08:00 and 12:00*.

For external service requests received between *12:00 and 18:00*, our service engineer will be on site two working days later between *08:00 and 12:00*.

### Required information

For every service request we kindly ask you to provide us with following details:

- **Serial Number of Tool**
- **contact person including phone number**
- **Error description**

We are looking forward to a further good cooperation.

THANK YOU for your support.

Kind regards,  
Serviceteam mechatronic systemtechnik gmbH