**The TAMPOPRINT services**

- Technical support – by phone or on-site
- Status analysis on-site
- Suggestions for upgrading and modification
- Modification of your line on-site or at TAMPOPRINT
- Error analysis via e-service (if a respective machine control is available)
- Recommissioning on-site
- Central provision of second-hand machines which are situated at our dealers.
- Establishment of the time value for your machine
- Individual maintenance of pad printing machines and automations
- Individual standby service (with costs)
- For integrated ALFALAS laser components:
  - maintenance based on maintenance plan on-site
- For ALFALAS laser systems, stand-alone lines:
  - maintenance based on maintenance plan on-site or at TAMPOPRINT
- Assignment of firm delivery and collection dates
- Acceptance of complaints

**Service offers**

- Leasing
- Lease
- Hire purchase
- Application technological sampling

**Individual maintenance contract**

We will be pleased to offer an individual maintenance contract for your pad printing machines (valid for standard pad printing machines which are not older than 3 years).

Many of our customers are already using this service. Please give us a call!

**Contact details**

**Pod Printing Machines & Automated Systems**

Tel.: +49 7150 928-479
Fax: +49 7150 928-420
E-Mail: service@tampoprint.de

**ALFALAS® Laser Systems**

Tel.: +49 7150 928-328
Fax: +49 7150 928-420
E-Mail: laserservice@tampoprint.de

**DMD® Industrial Inkjet Systems**

Tel.: +49 7150 928-368
Fax: +49 7150 928-400
E-Mail: dmdservice@tampoprint.de

Our service technicians from the TAMPOPRINT machine construction department with decades of practical experience will be happy to make their know-how available to you.

You can reach us:

Monday–Thursday: 7.30 a.m.–12.30 p.m., 1 p.m.–5 p.m.
Friday: 7.30 a.m.–12.30 p.m., 1 p.m.–3 p.m.

You will find our online form (PDF) under:
tampoprint.de/downloads

**TAMPOPRINT Service**

- Maintenance & service all over the world
- Comprehensive service portfolio
- Service offers

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Enquiry Form – Service
Pad Printing Machines / ALFALAS® Laser Systems / DMD® Industrial Inkjet Systems
FAX + 49 7150 928-420 / mailto:service@tampoprint.de

Contact Details*

Company Name ____________________________ Contact Person ____________________________
Sector ____________________________ Position ____________________________
Street ____________________________ Phone ____________________________
Postal Code ____________________________ Fax ____________________________
City ____________________________ Mobile ____________________________
Country ____________________________ E-Mail ____________________________
Internet ____________________________

Customer number ____________________________

Machine order number before 2004 ____________________________

Machine order number since 2004 ____________________________

Accessories order number ____________________________

Serial machine number (A.T.) ____________________________

Machine type T L D ____________________________

Date of invoice ____________________________

Specifications regarding your TAMPOPRINT machine type

☒ Standard pad printing machine ☐ Rotary pad printing automation ☐ DMD® Industrial Inkjet System

☒ Pad printing automation ☐ Rotoprint ☐ Training

☒ ALFALAS® Laser system ☐ Top Spin ☐ “Basic principles of pad printing”

☒ Other ☐ Closure Print ☐ Individual pad printing training course

☒ Other ☐ Other ☐ Individual laser training course ALFALAS®

Description


Interested in

☒ Frame agreement ☐ Service & maintenance ☐ Guarantee extension ☐ Upgrading & increased performance ☐ Individual maintenance contract

The following charges will be applied for your TAMPOPRINT service order:

<table>
<thead>
<tr>
<th>Service technician</th>
<th>Travel expenses - No.</th>
<th>Price/60 min.</th>
<th>Assembly time - No.</th>
<th>Price/60 min.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application engineer</td>
<td>AWT 50</td>
<td>95,00 Euro</td>
<td>AWT 02</td>
<td>109,00 Euro</td>
</tr>
<tr>
<td>Service technician / engineer</td>
<td>MME 50</td>
<td>95,00 Euro</td>
<td>MME 01</td>
<td>109,00 Euro</td>
</tr>
<tr>
<td>Electrician / programmer</td>
<td>MME 50</td>
<td>95,00 Euro</td>
<td>MME 03</td>
<td>116,00 Euro</td>
</tr>
</tbody>
</table>

Hourly rates excl. VAT (8 hours constitutes a standard working day). Overtime premium 50%, assembly on Saturdays 50%, assembly on non-business days 100% surcharge. Car travelling expenses = 0,75 Euro per kilometre applies, flight costs or other transportation means (train, taxi) will be charged extra (with receipt). Invoicing on a time basis (service report).

Please note:
Only the prices of our current brochure are valid. See online under www.tampoprint.de/downloads

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TAMPOPRINT AG collects and processes the personal data provided for the initiation of the contract and, if applicable, the contract / order processing. Disclosure to third parties takes place only to the extent that this is required in the course of order processing; this also includes a transfer to our subsidiaries and sister companies as well as to partners commissioned with customer support. Upon request, you can obtain information about your data stored at TAMPOPRINT AG and request the correction, deletion or blocking of the data. Our complete privacy policy can be found at: www.tampoprint.de/privacy-policy