

## 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

### Pad Printing Machines & Automated Systems

Tel.: +49 7150 928-479  
Fax: +49 7150 928-420  
E-Mail: [service@tampoprint.de](mailto:service@tampoprint.de)

### ALFALAS® Laser Systems

Tel.: +49 7150 928-328  
Fax: +49 7150 928-420  
E-Mail: [laserservice@tampoprint.de](mailto:laserservice@tampoprint.de)

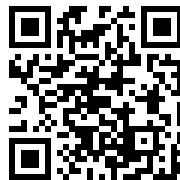
### DMD® Industrial Inkjet Systems

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



Inquiry form  
[tampo.link/inquiry-service](https://tampo.link/inquiry-service)

**TAMPOPRINT® AG**  
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Fax +49 7150 928-400

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Pad Printing Machines  
ALFALAS® Laser Systems  
Automations



## TAMPOPRINT Service



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

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All locations are certified ISO 9001:2015

01/2020

## 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 _____	M- _____				
Machine order number since 2004 _____	VAM- _____				
Accessories order number _____	VA - _____				
Serial machine number (A.I.) _____	T	L	D		
Machine type _____					
Date of invoice _____					

**Specifications regarding your TAMPOPRINT machine type**

<input type="checkbox"/> Standard pad printing machine _____	<input type="checkbox"/> Rotary pad printing automation _____				
<input type="checkbox"/> Pad printing automation _____	<input type="checkbox"/> Rotoprint _____				<input type="checkbox"/> DMD® Industrial Inkjet System _____
	<input type="checkbox"/> Top Spin _____			<input type="checkbox"/> Training _____	
	<input type="checkbox"/> Continua _____			<input type="checkbox"/> "Basic principles of pad printing" _____	
<input type="checkbox"/> ALFALAS® Laser system _____	<input type="checkbox"/> Closure Print _____			<input type="checkbox"/> Individual pad printing training course _____	
	<input type="checkbox"/> Other _____			<input type="checkbox"/> Individual laser training course ALFALAS® _____	

**Description**

**Interested in**

<input type="checkbox"/> Frame agreement	<input type="checkbox"/> Service & maintenance	<input type="checkbox"/> Guarantee extension	<input type="checkbox"/> Upgrading & increased performance	<input type="checkbox"/> Individual maintenance contract
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**The following charges will be applied for your TAMPOPRINT service order:**

Service technician	Travel expenses - No.	Price/60 min.	Assembly time - No.	Price/60 min.
Application engineer	AWT 50	95,00 Euro	AWT 02	112,00 Euro
Service technician / engineer	MME 50	95,00 Euro	MME 01	112,00 Euro
Electrician / programmer	MME 50	95,00 Euro	MME 03	119,00 Euro

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 an a time basis (service report).

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

\*Privacy Notice  
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](http://www.tampoprint.de/privacy-policy)

Date \_\_\_\_\_ City \_\_\_\_\_ Signature customer / Stamp \_\_\_\_\_