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Datum 061108

Dok IQ22-2  
Sida 1/1  
Utgåva 1  
Ersätter -

## INSTRUCTION

To speed up the handling of normal ordering of spare parts and to make the handling more systematic and more reliable, we have started a separate process for ordering spare parts.

This is not valid for spare parts according to the quality and claims function.

### Process

The destination for all spare parts order is from now on [spareparts@motalahissar.se](mailto:spareparts@motalahissar.se) The contact person might vary over time, but the address stays the same.

In order to be dealt with, following information is needed:

- Motala lift number. (Please write in the headline of your mail).
- Lift type
- Your own purchase order number.
- Part number and name (if you don't have the part number available, please attach a photo).
- If possible, use our spare part number
- Your name and company.
- Delivery address
- Invoicing address
- Telephone number.

Or use our electronic spare parts purchase order form ( BQ 3-5E) as attachments.

**In order to achieve an effective handling of your requests, we always need our lift number so that we can track information regarding the lift.**

Orders with missing information will be returned to be completed before further steps can be taken.

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Ari Nieminen  
Motala Hissar AB