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Dok IQ22-3
Sida 1/1
Utgåva 1
Ersätter -

INSTRUCTION

To speed up the handling of support and to make the handling more systematic and more reliable, we have started a separate process for all quality feedback.

This is not valid for questions according to the support and claims function.

Process

The destination for all written support request is from now on support@motalahissar.se. The contact person might vary over time, but the address stays the same.

With request of support feedback is meant:

- Installation support.
- Troubleshooting.
- Spare part needed, and do not know the spare part number or the part name.
- Or other questions regarding service or installations.

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

- Motala lift number. (Please write in the headline of your mail).
- Lift type
- Your name and company.
- Delivery address
- Invoicing address
- Telephone number.

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

Ari Nieminen
Motala Hissar AB