

FRANZEN

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#teamfranzen

SA6 Service Concept

Our recommendation:

First service after 24 months, at our premises.

Our goal: Top-class service, stress-free

1

Delivery of a loan machine to
minimise downtime

2

Collection of the customer's machine,
usually on the next working day

3

Preparation of a quotation
and personalised advice

4

Once approval has been given, the
repair, including final inspection,
will be carried out

5

Return of the customer's machine
and collection of the loan machine

The entire process usually takes 10 working days.

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qualitymadeingermany.com



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Made in
Germany!

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FAQs

How much does the service cost?

It is not possible to give a general estimate here, as the scope of repairs is assessed on the basis of the year of manufacture, the maintenance history and the intensity of use. The loan machine is provided free of charge. Transport costs apply for 4 insured transport via a freight forwarder.

For Germany: €595 and for EU countries: €895

Why is there no on-site service?

Because the customer gets significantly more value for their money. Many years of experience have shown that we can offer the best service in our workshop. This is also the most cost-effective option for our customers. The process can be planned very precisely in terms of time, as the procedures are standardised and constantly being improved. On-site appointments are costly and require extensive planning, whilst yielding poorer results.

What does the service include?

Each machine is cleaned, partially disassembled, reassembled with new replacement parts, aligned, and inspected in accordance with the cost estimate. Every machine undergoes a test run before being shipped to the customer!

What does the customer need to do?

Pack the machine properly (a suitable shipping crate can be provided) and have it ready for collection.

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