

# Servicing Conditions

## 1 Service

### 1.1 Scope of work

#### 1.1.1 Commissioning a spindle

Our service technicians are in a position to commission a spindle system (spindle plus ancillary peripheral equipment) already installed in a machine on the customer's premises.

#### 1.1.2 Remedial work

Faults can be remedied on site by our service technicians only on condition that the spindle does need to be dismantled.

#### 1.1.3 Training

In co-operation with the Technical Departments, the Service Department conducts training courses either on the customer's premises or at the manufacturing plant. After completing these training courses, the customer is familiar with the contents of the operating instructions and can, in particular:

- fit, connect the spindle to the peripheral equipment without any errors and commission it
- replace parts subject to wear such as clamping unit, coolant through-unit and sensors
- adjust the sensors

### 1.2 Availability

Customer service is available on working days (Monday to Friday) during the time from 08.00 a.m. until 5.00 p.m. as follows:

Telephone: +41 62 956 22 22  
Fax: +41 62 956 22 00  
E-mail: service-fch@fischerspindle.com

### 1.3 Emergencies

In emergencies, the service technician can, if available, be called out ½ a working day after being ordered.

Optimum service will be facilitated by contacting us as soon as possible.

Normal service calls (i.e. if not an emergency) should be arranged and scheduled as early as possible and at least one week in advance.

Training courses should be agreed upon at least one month prior to their implementation.

### 1.4 Time

The following definitions will apply:

#### 1.4.1 Travelling times

...the outward journey is considered to be the period of time from the departure of the service technician from the works in Herzogenbuchsee until his arrival at the customer's plant. The return journey is considered to be the period of time from the departure of the service technician from the customer's plant until his arrival at the works in Herzogenbuchsee.

#### 1.4.2 Working hours

...are the hours during which work is carried out on working days (Monday to Friday) up to a daily maximum of 9 hours. On the day of arrival, working time ends (and overtime begins) when the travelling time and the effective working time exceed a period of 9 hours when added together.

#### 1.4.3 Overtime

...is the period of time during which work is carried out in excess of normal working hours.

Working hours on Saturdays count as overtime.

#### 1.4.4 Sunday work

...is the work which is done on Sundays and on the public holidays specified by Swiss legislation.

### 1.5 Scheduling service calls

...must be made in writing in all cases even if agreed on in advance by telephone.

In particular, the assumption of costs must be expressly confirmed on the order by the customer.

### 1.6 Compliance with local regulations

The customer is responsible for instructing our service technicians on the rules applicable at the place of work for occupational safety, working conditions and environmental protection.

### 1.7 Costs

All costs are calculated in accordance with the price list valid for service calls.

### 1.8 Terms of payment

All costs are subject to the following terms of payment: 30 days net.

## 2 Warranty

### 2.1 Basic warranty

The general delivery terms of FISCHER AG, Precision Spindles (2014) item 11:  
[https://www.fischerspindle.com/media/129281/2\\_2\\_105e\\_A\\_GB\\_Fischer\\_AG-Precision\\_Spindles.pdf](https://www.fischerspindle.com/media/129281/2_2_105e_A_GB_Fischer_AG-Precision_Spindles.pdf)

### 2.2 Warranty and service interventions

- Guarantee work is, as a matter of principle, carried out in the work-shops of FISCHER AG.
- FISCHER AG will bear the costs which arise when damaged parts are repaired or replaced in the company's workshops (spare parts, repairs and work).
- The customer will bear the additional costs (travelling expenses and travelling time) for guarantee work which has to be carried out on the customer's premises).
- Under the terms of the guarantee, the customer undertakes to bear the cost of shipment to the premises of FISCHER AG. FISCHER AG undertakes to bear the cost of shipment from the premises of FISCHER AG to the customer.
- Even when subject to the terms of the guarantee, service calls must also be scheduled in writing in all cases. The customer must also confirm in the order that he will be responsible for assuming all additional costs.
- Items 1.2, 1.3, 1.4.1, 1.5, 1.6 and 1.7 will also apply in guarantee cases.

## 3 Validity

These service regulations are valid from 1.1.1998. The general delivery terms of FISCHER AG, Precision Spindles 2014 will also apply.

*Issued by General Management, July 2021*