

The scope of our free support services is as follows:

Registering of malfunction and error reports by our support staff, either by telephone during the Schaeffler Group Herzogenrath office hours or via email to support.is@schaeffler.com.

Inquiry handling by our support staff regarding the general use of our products (hardware and software) according to their intended application, either by telephone during the Schaeffler Group Herzogenrath office hours or via email to support.is@schaeffler.com.

Unfortunately, inquiries concerning

- the creation of plant-specific system configurations,
- the analysis of measurement data within the scope of its intended use, or
- the communication infrastructure for which the end user is responsible, cannot be responded to as knowledge of internal customer structures is required to do so.

For questions concerning the communication infrastructure, a standard procedure exists for isolating communication problems on Schaeffler Industrial Aftermarket Services systems or on customer systems, and is considered mandatory by the support service. All other questions relating to the topics specified above are answered by our service experts. Our support staff would be more than happy to assist you.

The outlay in financial terms of processing inquiries must be kept within reasonable limits in all cases. The decision-making in this respect rests with the Schaeffler IAM service department support team. If it is not possible to provide a conclusive response to such inquiries because they are based on a system-intrinsic error, the error will be dealt with by our support staff. Such errors are dealt with at the discretion of the Schaeffler IAM service department.

For all inquiries submitted to the Schaeffler IAM service department support team, the necessary particulars must be provided; at the very least the serial number and version number of the product and contact information.

In the case of bought-in products, the FAG Industrial Services GmbH support team reserves the right to refer end customers to the relevant manufacturer's support service.