

Service Support Protocol



A.

Registration

1. Description of the problem
2. Specify the model
3. Specify the serial number
4. Specify the year of manufacture
5. Add photos and videos
6. Share this information with the Product Department

B.

Analysis

The Product Department investigates the reported issue.

If the issue is a recognized complaint or defect:

- Manufacturing error
- Complaint resulting from an outdated model

» Proceed to C

If the issue results from improper handling of the product:

- Installation errors
- Lack of or incorrect maintenance
- Incorrect use

» Proceed to D

C.

Within 2-Year Warranty or Recognized Complaint

In case of defective components:

1. Provide repair advice.
2. Send replacement parts.

In case of a defective product that cannot be repaired with parts:

3. Hire local assistance and repair on-site if possible.
4. If this is not possible, recall the defective product and replace it with a new model.
5. The defective product may be repaired and resold as a “refurbished” unit.

» All related costs are borne by TelescopicMast, as the issue falls within the warranty period. The customer already incurs costs due to downtime and the disassembly/reinstallation of security equipment.

D.

Out of Warranty (after 2 years) or in Case of Negligent Damage

In case of defective components:

1. Provide repair advice.
2. Send replacement parts.

In case of a defective product that cannot be repaired with parts:

3. Hire local assistance and repair on-site if possible.
4. If this is not possible, recall the defective product and replace it with a new model.
5. The defective product may be repaired and resold as a “refurbished” unit.

» All related costs are borne by the customer, as the issue falls outside the warranty period. Exceptions may be considered when substantial commercial opportunities are at stake.

E.

Final Remarks

1. Handle complaints reasonably; they often concern part replacements.
2. Keep the commercial interest in mind, but not at all costs.
3. Think in terms of solutions and involve the Product Department where necessary.