

# Accompanying document for repairs

Dear customer!

You wish to send us a TOX® component for repair. For effective processing, please observe the following procedure:

- 1** Please fill in this form. A repair can be carried out only with prior notification and this accompanying document!
- 2** Please send the filled out form before shipping of the component by e-mail to: **repair@tox-de.com**.
- 3** After checking your request we will send the following documents to you. Please print them out and use them as follows:
  - a **delivery note** with barcode which you include in the consignment
  - an **address label**, which you attach to the outside of the consignment

- 4** Please also include a **copy of this accompanying document** in the consignment.

**Please note that the address label is not a shipping document.**

**If a TOX® component is delivered without prior registration and without documents, we will charge you for the additional costs!**

## Price-Information

- **Delivery without documents**  
If the TOX® component is delivered without prior notification and without documents, we will charge you for the additional effort of research and clarification: € 230,00
- **Detailed repair report**  
The standard repair report is free of charge.  
If you want a detailed report (with photo-documentation) we will charge you: € 110,00
- **Additional flat rate for express repairs:**  
Express repairs are carried out at an extra charge for organisation and capacity expansion:
 

TOX® Monitoring and -Controls	€ 420,00
TOX® Powerpackage	€ 1.050,00
TOX® ElectricDrive	€ 1.050,00
TOX® Presses and TOX® Tongs	€ 1.980,00

If you order an identical replacement unit within two months after an express repair, we can credit you with 100% of this surcharge (up to 50% of the list price of the unit).

- **Damage analysis TOX® Drives**  
To determine the extent of repair, your TOX® component must be disassembled and checked. These costs are included in the cost estimate. If no repair is ordered, the following costs are charged for the preparation of the estimate, the disassembling, the cleaning and inspection:
 

TOX® Powerpackage Type 001 – 004:	€ 340,00
TOX® Powerpackage Type 008 – 015:	€ 430,00
TOX® Powerpackage Type 030 – 050:	€ 580,00
TOX® Powerpackage Type 075 – 200:	€ 810,00
TOX® ElectricDrive Type 002 – 030:	€ 270,00
TOX® ElectricDrive Type 055 – 200:	€ 350,00
TOX® ElectricDrive Type 240 – 1000:	€ 690,00

- **Damage analysis of other TOX® components**  
The costs up to the preparation of a cost estimate for other TOX® components will be charged according to actual expenses.

# Accompanying document for repairs (page 1)

## Customer Data

Company:

Department:

Name, First Name:

Address:

Phone:

Email:

Delivery address (if different):

Billing address (if different):

Order number (if available):

Technical contact partner (for queries):

Phone:

Email:

## Repair details

☐ Claim

Claim number / Service ticket No. (if available):

☐ Standard repair (with cost estimate)

Processing time approx. 4-5 weeks, if spare parts available

☐ Express repair (additional charge and without cost estimate / see price list)

Prior registration of an urgent repair is mandatory! After checking the feasibility, you will be contacted by us regarding scheduling.

☐ Detailed repair report with photo documentation (chargeable)

The standard repair report is free of charge. For an additional charge (see price list) we will prepare a detailed report with photo documentation.

Damaged or defect parts are disposed by TOX® PRESSOTECHNIK after diagnosis. If you don't agree, please state this here:

☐ Please return defective parts (subject to shipping charges)

## Accompanying document for repairs (page 2)

### Product details (see type plate)

Type / Description:

TOX® Material number:

TOX® Serial number:

Or alternative: disassembled from the following module with obligatory statement of serial number:

### Description of fault / Reason for delivery

☐ Preventive maintenance

#### Description of the fault:

To minimise the effort in searching for the fault, please send us a detailed description of the fault.

If we receive information such as „defective“ only, we must examine the component in full, which increases the effort.

Further helpful information?

- Error report file (BugReport.zip)
- Pictures (e.g. of crash or leakage)

Please mail it to [repair@tox-de.com](mailto:repair@tox-de.com)  
Please mail it to [repair@tox-de.com](mailto:repair@tox-de.com)

Number of working cycles:

☐ Sporadic fault

☐ Permanent fault

☐ Production is possible

☐ Production is impossible

Return shipment (desired type of shipment). Delivery times can be specified upon request.

☐ Standard

☐ Special transport (direct transport)

☐ Express shipment

☐ Pickup in Weingarten

### Attention!

Please ensure that no add-on parts are still attached to the TOX® component!