

Customer Service



Frei AG, Hofenstrasse 18, 9300 Wittenbach, Switzerland

Dear Customer
Dear Business Partner

Customer support and service are important parts of our quality-dedicated management strategy. Due to the numerous old and aging machines that Frei AG placed in the market during the past decades, the demand for service is steadily increasing. This demand seems to be a trend which is reinforced by the actual very cautious investment behaviour and at the same time trying to achieve an adequate production performance with ageing equipment. Very often new investments are postponed and we assume that this is a passing period. Therefore, it is most important for us to closely cooperate with our customers and offer individual appropriate tools for attractive and excellent service activities, tailored to actual market needs.

www.frei-ag.com



Global service made easier

Geographically distant customers are sometimes penalized with higher costs for audits and services due to extremely long journey times of our service technicians. So far, travelling time is charged with the same hourly rates like working time. The hourly rate that Frei AG charges is not unreasonable and is in accordance with other European- or Swiss-based companies. In this context, we decided to make services and audits more attractive from now on and will invoice the travel time for long-haul overseas journeys similarly to a trip to an European destination. Instead of the effective time, **we will charge only the travelling time up to 20 hours**, independent of the destination.

Roland Frei
Chief Executive Officer

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Refunds on expenditures for services

If a customer's call for a service, for a training or for an audit generates an order on spare parts or equipment within 15 days after the return of the technician we can proportionally **reduce the price for the service as follows: 5 travelling and/or working hours for every CHF 10'000.00 order volume net**. Transportation, board and lodging of the delegated technician is invoiced at actual costs.

Giuseppe Cifarelli
Sales Manager

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Personnel fluctuations, generational change, know-how losses

Our common interest focuses on can manufacturing and in-depth mastery of the various technical processes. Experienced professionals often had the chance to keep up with developments over the time by empirically getting familiar with technologies and equipment. Personnel fluctuations due to mergers, retirements and changing jobs might have generated a loss of know-how to a certain extent. In order to bridge the time in such situations **we offer our intervention on site for training of your operating personnel**. Intensity and duration of the training can be individually arranged according to your actual needs. We shall be delighted to provide you with a free, not binding quotation.

Andy Troxler
Technical Sales Engineer

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Availability of spare parts, modernisation kits

As far as it is in our own competence and as long as possible we continue to provide spare parts for our "vintage" machine models. Without having been able to exert a direct influence, some sub-suppliers for components, mainly for electronic devices, are phasing-out some items. Therefore, these items are no longer available on the market. We informed you in our previous  issue and will regularly update the phasing-out items list on our web-site.

The performance of these electronic devices is interactively linked to the machine control system. New generation replacements are unfortunately not easily interchangeable into the initial existing control network and require therefore individual engineering research, modifications of control panels, re-programming of software, installation and re-wiring on site as well as up-dating of documentation and electric schemata. We are proud of the accuracy of our records. Although equipment has often been moved to other locations than the original place of delivery, **we are confident**, together with your assistance, **to find a solution for the majority of these challenges**. Please consult us on your specific requirements.



DUNGS flame Ignition and detection automats



PLC model SIMATIC S5



Micro Innovation touch panel

Beat Pfaendler
Production & Controls Manager

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