



## Request for Service

NSI Microscopy



NSI Service & Support is provided by our service partner GDO BV in the Netherlands. An experienced team of technicians and application engineers will be ready to support you, where necessary.

You will receive a NSI service number after providing us with all information below. Your service case will be forwarded to either the project manager or your account manager. They will contact you within 24 hours, unless you have a production stop, in that case you will be contacted as soon as possible. The project manager or account manager will make sure that a skilled technician or application engineer will handle your service case.

Thank you for your assistance!

Please enter your company name as our reference.

Please enter your location and country to make sure that we know where to find you.

Please enter the person to contact. This should be the person familiar with the service issue.

Please enter the phone no. of the person familiar with the service issue.

Please enter the e-mail address of the person familiar with the service issue.

Please enter the device or project number, which can be found either on the device's ID plate, or in the documentation.

Please enter the assembly number if applicable. To be found in the documentation and is described in the assembly drawings (Number starts with "A"). The assembly number gives our engineers the opportunity to provide better service.

Please enter the part number if applicable. To be found in the documentation and is described in the assembly drawings (Number starts with "P"). The part number gives our engineers the opportunity to provide better service, or NSI can immediately fabricate the part when broken or damaged.

Please let us know if the issue caused a production stop, in which case we will give higher priority to the service. Please note, that abuse will influence future service priorities.

 YES  NO

Please describe the issue to help our service engineers prepare for the service case.

I included photos of the service issue.

 YES  NO

I included videos of the service issue.

 YES  NO

By checking this box\*, I agree that NSI can start treating this request for service and I understand that cost will be involved for all services not captured by warranty / guarantee. Every Service that has to be treated by NSI, will have a minimal cost of €185. Additional cost will always be presented to you in advance, unless agreed otherwise.

 I AGREE

\* If the box is not checked, your service will not be taken into consideration.

If the button does not work, save this PDF file and send it to [service@gdo-bv.com](mailto:service@gdo-bv.com)

Please note that all service is subjective to agreed service conditions. Ask your account manager for service level agreement options.

On all our offers and agreements concerning deliveries and / or services to be delivered by us, the General Delivery Conditions filed with Arrondissement Maastricht Nr. 5/2004 AL are applicable.