

## Request for Service

### Request to:

GEA Küba GmbH  
 After Sales Service  
 Attention: Mr. Mathias Lich  
 Kühler Weg 1  
 82065 Baierbrunn

### Contact:

Phone: +49 (0) 89/744 73 - 260  
 Fax: +49 (0) 89/744 73 - 227  
 e-Mail: mathias.lich@geagroup.com

To ensure a smooth customer service,  
 please complete the following form and  
 send us the printed and signed version.

### Request from:

Name:  
 Company:  
 Position:

Street / N°:  
 ZIP:  
 City:

Phone:  
 Fax:  
 e-Mail:

### Location:

Company:  
 Street / N°:  
 ZIP / City:

Project / BV:  
 Contact person:  
 Phone:

Service Date: \*  
 Time: \*

\*Although service date and time cannot be guaranteed, we will endeavour to meet your requirements as far as possible.

### Charge rates:

Engineer / Technician	125 €/h
Master Technician	85 €/h
Installer	48 €/h
Service Vehicle	1 €/km
Flights / ferries and other travelling expenses (Travelling time is deemed working time)	T&M basis
Plus allowances and accommodation costs	T&M basis

- Within** liability for defects  
 (2 years as from delivery date)  
 Please complete our customer  
 complaint checklist in addition:  
[www.kueba.de/en-us/After-Sales-Support](http://www.kueba.de/en-us/After-Sales-Support)
- Outside** liability for defects

**We hereby confirm the request for a service in accordance with the above charge rates.**

Please take note that the cost of our service and materials required will be invoiced, even if GEA Küba GmbH cannot be held responsible under our liability for defects.

We hereby confirm that we shall in this event carry the costs accrued in accordance with the above GEA Küba GmbH charge rates.

GEA Heat Exchangers  
 GEA Küba GmbH

Kühler Weg 1 · D-82065 Baierbrunn · Germany  
 Tel: +49 89 74 473-0 · Fax: +49 89 74 473-107 · [www.kueba.com](http://www.kueba.com)  
 Sitz der Gesellschaft / Registered Office: Baierbrunn,  
 Registergericht / Court of Registration: Amtsgericht München, HRB 93184  
 Geschäftsführung / Management Board: Reinhard Kinder  
 Umsatzsteuer-Identifikationsnummer / VAT no. : DE 811154420

Date / Signature / Company stamp

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### Questions about the service call:

How closely can a passenger car /small truck approach the relevant building for loading and unloading?

Can the service vehicle remain there during assembly operations?

- Yes  
 No

Is a forklift or a height-adjustable platform available?

- Forklift  None  
 Height-adjustable platform

How high is the equipment positioned?

Are sturdy ladders available for use by our technicians?

- Yes  Framework  No

From a height of 3,5 m, a solid framework has to be prevented !

What are the installation conditions?

Optimally, you send us a photo or a dimensioned drawing. Alternatively you can fill out our Customer Complaint Checklist (Q80).  
You can receive this form on our website ([www.kueba.de](http://www.kueba.de)) in the After Sales Support area.

How many building levels are there between the vehicle and the assembly site (basement/attic)?

Is there a lift or are there only stairs?

- Passenger elevator  Stairs  
 Freight elevator

Please provide: size and max. load capacity of the lift. (Specify height, to provide suitable lifting or high-lift truck)

GEA Heat Exchangers  
GEA Küba GmbH

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In case of stairs, please provide layout and dimensions.

Is it a special room (Ex - clean room)?

Are the rooms subjected to particular hazards (chemicals, bacteria, infectious dust)?

Is the equipment outdoors (e.g. condenser)?

- Yes  
 No

Is a 16 A earthed socket available close by?

- Yes  
 No

Are operating staff available, who are familiar with the plant and its operation and are authorised to operate it?

- Yes  
 No

Are technical staff available, who are authorised to work with the plant and do they have an equipped service vehicle?

- Yes  
 No

Is suitable gas available for use in case solderers/welders are required? If yes, which gases?

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