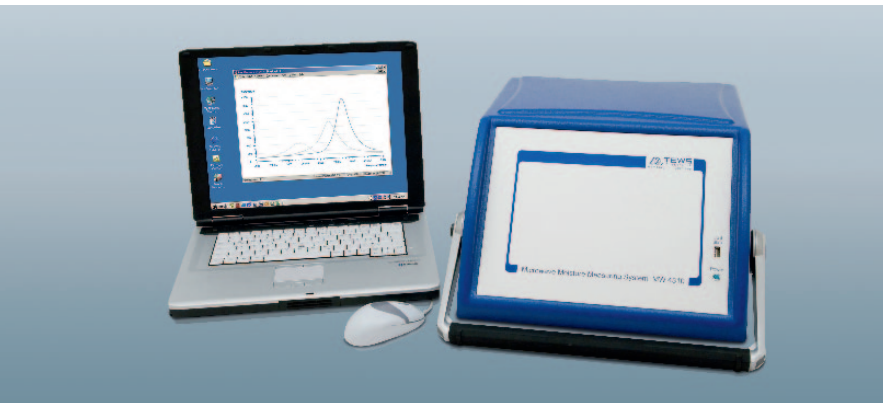


**Our Service**

**Expert Service**



At TEWS, customer services play a crucial role. Although our products and procedures operate at the highest levels of reliability and process safety, requirements are constantly becoming more demanding. TEWS is committed to customer satisfaction and our services with its long-term business relationships are focused on application support, service, training and spare parts.

**Expert answers  
are always available**

Our technical telephone support specialists will give you all the application support you need to optimize your processes and operate the TEWS devices.

Our support team is there for you - no need to dial in to an expensive service number. Get immediate and individual support with your technical inquiry.

**Fast and at  
minimum cost**

Clear-cut fault diagnosis and perfect troubleshooting allow us to make repairs extremely quickly. Our factory will take 1-5 working days to complete a normal repair.

**WHAT WE CAN DO FOR YOU:**

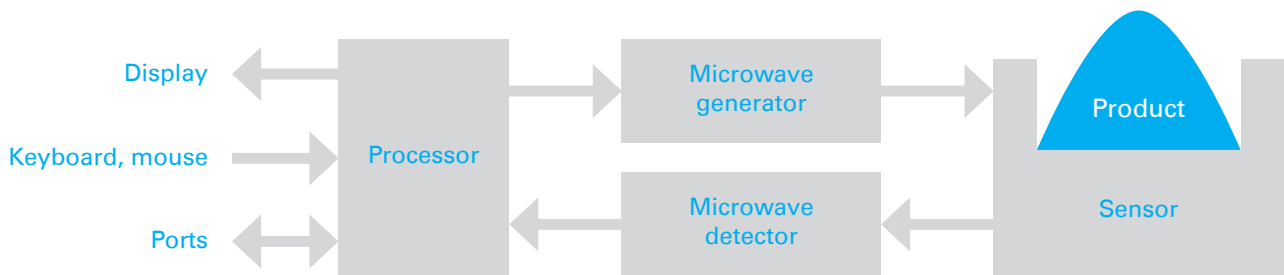
- Express service; generally, repairs can be done within a few working days
- Retrofitting of optional add-ons
- Hardware and software upgrades/updates
- Backup of your customer-specific configuration data
- Warranty for any repairs made
- Repairs report upon request
- Cost estimates upon request
- Support via telephone, email and remote access via Internet or modem

So that everything  
is smooth sailing

TEWS products always conform to the latest industry standards and integrate perfectly into existing facilities. As a special service, we offer our support with commissioning and to optimize your system to be the most cost-effective possible.

#### YOUR BENEFITS:

- Configuration by qualified engineer
- Expert compilation of device parameter settings
- Acceptance and logging
- Storing parameter files on your PC using the software TEWS Moisture View ©
- Instructions and training for your employees
- Free test equipment available



*Microwave resonance method*

The productivity of your  
system matters

To enhance productivity, we work closely in a partnership with our customers to determine together which practical programs of machine and system maintenance are required and reasonable.

Everything we do will be accurately tailored to meet your needs – a true partnership.

During maintenance intervals ask us about a B-type acceptance test certificate for your complete moisture measuring chain in conformity with EN 10204.

Contact our hardware and software upgrade/update service team.