

Our Service

Global Support



YOUR BENEFITS:

- Optimum instrument availability between maintenance intervals
- Maintenance report including all logs relevant to quality
- Assistance for your own service technicians
- Minimized downtimes
- Free testing equipment

WHAT WE CAN DO FOR YOU:

Perfect adaptation
to your process

- Configuration of new devices according to your requirements
- Assistance in defining your requirements and product selection
- Optional preconfiguration for fast user-site setup
- Preparation of customized wiring diagrams
- Documentation of the configuration
- Optimum adaptation to your task
- Utilization of all options available from your TEWS product
- Cost effective since the user is not required to handle configuration details
- If needed, we will transfer the configuration from the old to the new instrument



Your direct line to our technical support

Our technical support specialists will answer all your questions concerning commissioning and starting up, optimizing and operating your TEWS products. They will also help you find the causes of any problems you may encounter. Remote access via Internet or GSM-Modem can also be made from our location. Submit your questions and inquiries to:

info@tews-elektronik.com

(service options, applications, measuring instruments, etc.)

service@tews-elektronik.com

(maintenance, configuration, calibration, etc.)

Your equipment availability matters

This is always available. That's why we hold a comprehensive system of approximately 2,000 different parts in stock for you.

TEWS spare parts service is fast and reliable: 80 percent of all orders are processed within three working days. Express orders will be delivered within 24 hours.

TEWS Consulting gives you a competitive edge

Know-how: Walking off the beaten track may be the best way of getting ahead of competition. This will take vision, increased knowledge and optimized processes.

Rely on TEWS to obtain that cutting edge. Use our know-how and years of experience!