

Procedure



Maintenance check & Cleaning

Procedure:

- 1) Book and pay for service in the store
- 2) Receive the service form
- 3) Fill out and print the service form
- 4) Send the Pistor and service form to us
- 5) Service and cleaning performed
- 6) Return shipment

Available for: Pistor Eliance & Pistor 5

The service and cleaning package does not cover any repairs. If issues are discovered during maintenance that require the replacement of components, the customer will be informed in advance of the identified damage and the estimated repair costs.

Error check & Repair cost estimate

Procedure:

- 1) Book and pay for "Error Diagnosis & Repair Estimate" in the shop.
- 2) Complete and print the repair form.
- 3) Pack the device securely.
- 4) Send the device to us, including the completed repair form.
- 5) The device will be examined and the fault identified.
- 6) An error report and repair estimate will be prepared, including spare parts, labor costs, etc.
- 7) Receipt of payment = repair begins.
- 8) Completion of the repair and return shipment.

Available for: Pistor 5

The examination and repair of the device generally take approximately 14-21 days. However, this period may be extended due to delays in customer communication, unavailable parts, or other circumstances. If the repair estimate is not paid or is explicitly rejected by email, the device will be returned to your address.

Service- & Repair form

Contact:

Name:

First name:

Address:

Country:

E-Mail:

Phone:

Booked service:

☐ Maintenance check & Cleaning ☐ Error check & Repair cost estimate

Device:

Serialnumber:

Model:

Date of purchase:

Problem:

☐ Case ☐ Motor ☐ Power ☐ Injection ☐ Display

Please describe any existing errors:

Date & Signature: