

Customer release before service operation

Customer data

Customer	
Contact person	
GEIGER customer number	

Construction project data

Name / Contact person	
Street / House number	
Postal code / City	
Phone	
Email	
Desired date	
Number of floors	
Number of residential units	
Number of business units	
Number of drives installed in the building	

Commissioning of the building

Name of the Company that installed the sun protection devices?	
Date of installation?	
Name of the Company that connected the sun protection system to the house electrical installation?	
Date of commissioning of the sun protection devices?	

Please attach several photos of the building from different angles.

Product data

Drive type	<input type="checkbox"/> Electric drive <input type="checkbox"/> Mechanical drive	
Application / Use	<input type="checkbox"/> Venetian blind <input type="checkbox"/> ZIP screen <input type="checkbox"/> Screen <input type="checkbox"/> Rolling shutter <input type="checkbox"/> Awning	
GEIGER article number		
Number of concerned installations		
Is a bus system / automation system installed?	<input type="checkbox"/> No	
	<input type="checkbox"/> Yes: what type?	
Accessibility		
Assembly situation		
Error description		

GEIGER Warranty Services & Service Deployments

Dear Customer,

GEIGER drives are solid and have been tried and tested a million times. This is due to the sophisticated, leading technologies GEIGER uses in its products.

GEIGER drives are also produced on the highest quality level and subjected to a large number of quality inspections for every delivery. A failure rate of < 0.1% is sending a clear message.

The conviction in our drives is also evident in our warranty promise of five years, plus 2 years for special drives, radio accessories, and others. We do not limit ourselves to replacing the drive, but also take care of replacement costs and travel to site.

Tools required to replace the drives must be reported to GEIGER and approved by it in advance. Cost assumption requires a written release by GEIGER.

The following terms apply to the pre-registration of service deployments:

1. Service deployments must be pre-registered to GEIGER for > 5 drives to be replaced.
2. Independently of the number of drives to be replaced, service deployments at a radius of 100 km around the GEIGER site should be pre-registered in future as well.
3. Service deployments at construction projects that are large projects with GEIGER drives must be pre-registered in order to better understand the problem on site.

For service deployments we perform for our customers where it turns out on site that the GEIGER drive was not the cause of the issue, but where we work to support our customers, we may charge a preparation or follow-up flat rate in the amount of up to EUR 100. The hour and kilometre rates are limited to rates common on the market. The hourly rate is at EUR 55 for a service engineer and EUR 110 for an application engineer. The kilometre flat rate is at EUR 0.52 per travelled kilometre. We will charge any further costs arising for the service deployment.

Our service hotline is available to our customers or their specialist vendors for any technical questions from Monday through Thursday, 7:00 AM to 4:00 PM, and on Friday from 7:00 AM to noon. Our service policy states our goal of finally answering any technical question or issue when setting drives within 5 days or to remedy it by a later service deployment on site if necessary.

With best regards

Gerhard Geiger GmbH & Co. KG



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Geschäftsführer: Roland Kraus, Dr. Bertram Melzig-Thiel | WEEE-Reg.-Nr. DE47902323