

8 Appendix

8.1 Service and support

Beckhoff and its worldwide subsidiaries offer comprehensive service and support, providing fast and competent assistance with all issues relating to Beckhoff products and system solutions.

Beckhoff Service

The Beckhoff Service Center supports you in all matters of after-sales service:

- on-site service
- repair service
- spare parts service
- hotline service

Hotline: + 49 (0) 5246/963-460

Fax: + 49 (0) 5246/963-479

email: service@beckhoff.com

In case of service, please state the coded production date of your battery pack, which you can find on the name plate.

Beckhoff Support

Support offers you comprehensive technical assistance, helping you not only with the application of individual Beckhoff products, but also with other, wide-ranging services:

- World-wide support
- design, programming and commissioning of complex automation systems
- extensive training program for Beckhoff system components

Hotline: + 49 (0) 5246/963-157

Fax: + 49 (0) 5246/963-9157

email: support@beckhoff.com

Headquarters

Beckhoff Automation GmbH & Co. KG
Hülshorstweg 20
33415 Verl
Germany

Telephone: + 49 (0) 5246/963-0

Fax: + 49 (0) 5246/963-198

email: info@beckhoff.de

The addresses of the worldwide Beckhoff subsidiaries and agencies can be found on our website at <http://www.beckhoff.com/>.

You will also find further documentation for Beckhoff components there.