

## Service Technician Request Form - STR

Should you need a service technician for your KUKA equipment, please use this simple form to contact our technical helpdesk. Once your form is received, a KUKA representative will contact you to discuss your request as soon as possible.

### Step 1 – Your Contact Information

▼ Name contactperson:

▼ Phone contactperson:

▼ Email contactperson:

### Step 2 – Your Company Information

▼ Company name:

▼ Street, Number:

▼ VAT number for invoicing (OBLIGATORY !):

▼ ZIP-code, City:

▼ Customer reference – Your Purchase Order number

### Step 3 – Intervention Location (only if different from Your Company)

▼ Company name:

▼ Street, Number:

▼ ZIP-code, City:

### Step 4 – KUKA Equipment Information

▼ Robot and/or Controller type:

▼ Robot Serial number:

### Step 5 – Nature of Your Request

▼ Please provide a short description of the problem you are experiencing:

### Step 6 – Submit Your Service Request

▼ Please send your form to:

KUKA Automatisering + Robots N.V. - Customer Service Department  
Email: **service@kuka.be** or Fax: **+32(0)11.52.67.94**

Our planning department will contact you as soon as possible to discuss a possible intervention.

For further questions, you can contact us per telephone +32(0)11.51.61.61

Office hours: Monday through Friday from 8:00 till 12:00 and from 12:30 till 16:30

Please note:

It is our understanding that this visit will be charged as per regular tariffs presently valid at KUKA Belgium, should it turn out that the cause of the problems is not a case of warranty or anything KUKA is responsible for.