

# Customer Information

## Your Direct Line to EICHLER

### 24/7 service on spare parts and equipment excess stock in case of emergency

**+49 8196 9000-247**

Our telephone service is available 24 hours a day, 365 days a year, including Sundays and public holidays. We supply fully tested spare parts from stock. Please contact us for further details. In case of machine breakdown, you can contact our technical support team directly.

### Questions about sales, maintenance and repair

**+49 8196 9000-0**

Due to the high quality standards we set ourselves, you will receive all repaired, replacement or exchange devices cleaned, refurbished and function-tested, with at least a 24-month guarantee and warranty. Ask at any time about maintenance orders on-site or for a detailed cost estimate. **If you have any basic questions, please arrange a personal consultation appointment with your EICHLER sales representative.**

### Life Cycle Management

**+49 8196 9000-350**

When it comes to ensuring system availability, Configuration Management with an on-site inventory or the right supply strategy – then you've come to the right place. We will be happy to answer your questions or arrange an appointment for a detailed consultation.

### Training schemes – EICHLERakademiE

**+49 8196 9000-366**

Do you have any questions about contents, hotel bookings, how to reach us? Are you in need of specific technical consultations or do you wish to join our training schemes? We will be happy to help you!

### Sell excess stock

**+49 8196 9000-550**

We are constantly on the lookout for devices and units from the fields of HMI, PLC assemblies, drive technology and robotics. Across all manufacturers, we offer you an uncomplicated and fast way to reduce your automation technology stocks.

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## Advance Replacement





# Advance Replacement

Detailed information, frequently asked questions

## Request advance replacement units online

At [eichler-service.com](https://www.eichler-service.com), you will find over 60,000 automation technology devices, clearly structured product pages, and a practical overview of pricing, availability, and delivery times. With just a few clicks, you can submit a request or place an order directly – alternatively, you can also contact us by phone or email.



<https://www.eichler-service.com/en/services/device-replacement-and-sale>



Faster than any repair and cheaper than buying a used or new device, that's the advance exchange service at **EICHLER**.

### Replace defective devices quickly and cost-effectively

Maintenance staff are familiar with the problem: production is running at full speed and suddenly a machine breakdown is reported. A spare part is not in stock. The cost of an urgent repair is not economically justifiable and the purchase of a used or new device would mean additional work and costs for professional disposal. Above all, that takes time.

EICHLER provides the perfect solution with its advance exchange service: you quickly and easily receive a function-tested replacement unit – from touch panels to frequency converters – and simply send back your defective unit in return.

### Your benefits at a glance

- Usually available directly from stock
- Standard delivery time approx. 3-5 working days
- Optional express delivery
- Cheaper than buying second-hand
- No disposal costs
- 10 days return time
- Function-tested units
- Tested in the test center
- Up to 36 months\* of guarantee and warranty

\*with optional, chargeable extended inspection

### Frequently asked questions

Do I have to send in the defective device in advance?

No. At EICHLER, our goal is to ensure the highest possible availability of your systems and to minimise breakdowns. That's why we usually deliver a function-tested replacement unit within 3 to 5 working days – depending on stock availability. Simply return the defective unit to us within 10 days.

Does the advance replacement serve to bridge the repair of my defective unit?

No. With the advance replacement you purchase a function-tested, used device. By returning your defective unit, you benefit from the reduced replacement price compared to buying a used unit – including transfer of ownership.

My device is being repaired at **EICHLER**. Can I order an advance replacement at a later date?

No. Certified processes ensure short turnaround times and consistently high quality. To avoid delays and additional effort, it is not possible to request an advance replacement retrospectively.

What happens if I do not send my defective module to **EICHLER** or do not send it in time?

If the unit you send in proves to be irreparable or was not sent in on time, we reserve the right to charge you the balance to the regular sale price.

In many cases, advance replacement is the quickest and most cost-effective solution to keep costs and breakdown to a minimum.

**EICHLER**



**Customer**

### Important Note

Make sure that the type number of the device you send in is identical to the type number of the replacement device. Otherwise an exchange will not be possible.

### How the advance replacement works

**EICHLER** takes care of ...

#### Shipping of a function-tested device in exchange

After we receive your order, we will send a cleaned and function-tested component to the address you have provided. With the order confirmation, you will receive a pre-filled shipping label for easy identification. Please enclose this with your return shipment. Your defective device will be inspected upon arrival at the EICHLER facility, assigned to the order, and recorded accordingly.

You as a customer are responsible for ...

#### Sending your defective device to EICHLER

Please send your defective device directly to EICHLER within 10 days of placing your order. Use the pre-filled shipping label provided and instruct your parcel or logistics service provider to send it to the following address:

**Eichler GmbH  
Returns  
Unteres Feld 1-3  
86932 Pürgen OT Lengenfeld  
Germany**