

The Best For Everyone: After Sales Service



Powering Business Worldwide

As Close as You Want It



Whatever your requirements, we will provide you with excellent service.

AFTER SALES SERVICE

Service specialists

Benefit from our service personnel. Their comprehensive knowledge coupled with many years of experience and their modern equipment will assist you in finding the ideal solutions for your tasks.

Material

The necessary components, assemblies and spare parts of our product range are available for your applications on request.

Logistics

Personnel and material will be provided correctly and on time to your specifications.



Your partner, Eaton After Sales Service

Our common goal is the trouble-free operation of modern plants and machines, so that they can be operated safely, reliably and efficiently.

Work Out Your Service Requirements

No matter what time it is, we'll be there for you.

No matter how far away you are, we'll be glad to reach you.

HELPLINE

Hotline

The Eaton Hotline for faults:

+49 (0) 180 5 223822
(round the clock).

With unplanned machine and system standstills, system malfunctions and device failures you will receive competent and fast hotline support round the clock.

Helpdesk

The connection to Eaton specialists:

+49 (0) 228 602 3640
(Mon–Fri 08:00–16:00 CET).

AfterSalesEGBonn@Eaton.com

We offer during business hours extensive support from commissioning to application issues all the way to fault analysis, which can also include remote diagnostics.

ONSITE SERVICE

Onsite malfunction repairs

Qualified service technicians and specialists will visit you and repair your malfunctions quickly and efficiently.

Mounting and commissioning support

Contact us if you need competent support at short notice for mounting and commissioning.

Preventive maintenance

Experienced personnel will offer support for inspections and maintenance so that you can guarantee the protection of personnel and equipment in your applications.

Retrofit

For automation products, circuit-breakers, drives, or other components – we will modernise your machines and systems to the current state-of-the-art.

Service training courses

We bring your personnel up to speed with tailor-made service training which takes your individual demands and conditions into account.

Thermography

Using thermography we offer you an efficient way of analysing your electrical systems and controls during operation.

Network analysis

The network analysis provides you with clear information about your particular network conditions without any protracted and expensive troubleshooting.

Bus monitoring

If required, we will examine the communication networks of your systems with the latest technical equipment.



Choose From Our Range of Services

Whatever has to be replaced, your reduced running costs are our aim.

Wherever you are, the benefits of our Internet service will impress you.

However specific your requirements your service contract is something special.

REPAIRS

Spare parts/ devices

We reduce maintenance cost with selected spare parts of current and expired products.

Replacements

With the aid of the direct exchange service for selected products, you can significantly reduce the downtimes of your production lines.

Repairs

A cost-effective alternative for the repair of products is available in our Service Center.

ONLINE SERVICE

Frequently Asked Questions

There are questions which our customers repeatedly ask us. You can benefit from these answers. Frequently asked questions with the respective answers for all areas of automation can be accessed here.

Downloads

If you require updates, software and documentation, this is the right place to look. Visit the Download Center for access to all information.

SERVICE CONTRACTS

• Telephone hotline support

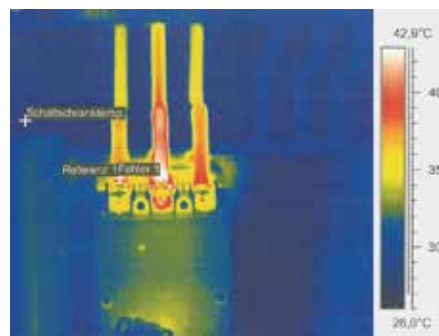
• Repairs

• Inspection/maintenance

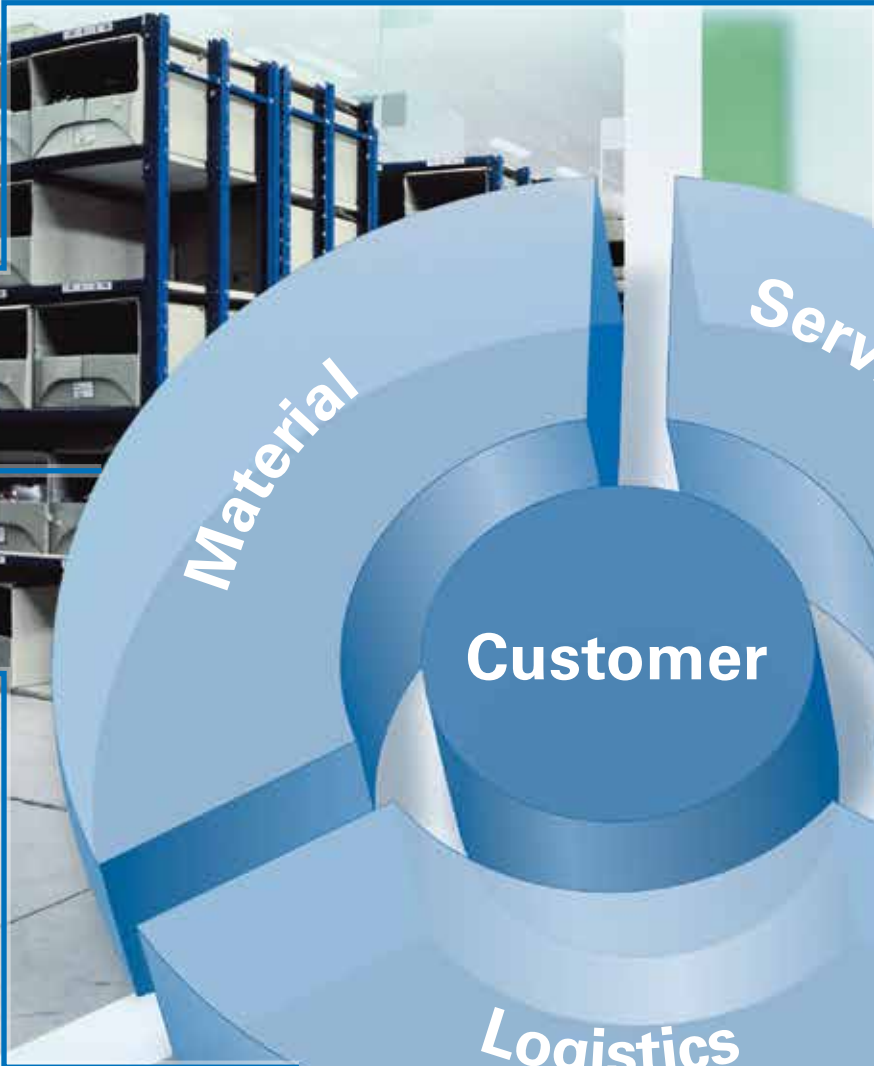
• Spare parts/devices

• Rental devices

We can offer you tailored service contracts to meet your specific needs. These can consist of individual services and service packages to suit your requirements.



Cornerstones of the After Sales Service



OUR CUSTOMERS CAN CONFIRM:

Extensive know-how and outstanding service in terms of accessibility, speed and flexibility.

Eaton is dedicated to ensuring that reliable, efficient and safe power is available when it's needed most. With unparalleled knowledge of electrical power management across industries, experts at Eaton deliver customized, integrated solutions to solve our customers' most critical challenges.

Our focus is on delivering the right solution for the application. But, decision makers demand more than just innovative products. They turn to Eaton for an unwavering commitment to personal support that makes customer success a top priority. For more information, **visit www.eaton.eu/electrical**.

To contact an Eaton salesperson or local distributor/agent, please visit www.eaton.eu/electrical/customersupport

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