FISCHER CUSTOMER SERVICE

Your partner for excellent services and sustainable success

> Fischer's measuring instruments come highly recommended by our collaborators. They are not only high-performance, but also very robust. But for us, what sets Fischer apart from other manufacturers is undoubtedly their customer service. Their expertise, ability to listen and flexibility have enabled us to adapt our installations entirely to our needs, giving us greater efficiency and measurement accuracy.

Kazunori Suzuki, Representative Director at Suzuki High-Tech, Inc., JP

Trusting number 1.
The world's best in measuring technology and service performance.

Your success is in your own hands – and we make a measurable contribution to it. Thousands of companies worldwide rely on us. Those who appreciate quality not only know Fischer measuring technology, but also Fischer customer service. On-site, competent and customized to your requirements – this is how we ensure your quality, together with you. Are you also looking for a strong partnership that guarantees you sustainable success? Then discover our comprehensive range of services now.

OUR SERVICES

Measuring made worry-free with Fischer

Our customer service is your first point of contact for any concerns. We provide you with the support you need to ensure that you are always on the safe side when it comes to quality assurance. Rely on our expertise and experience professional support for all your Fischer devices and systems with our services.

Individual service agreements. To ensure that your service package includes everything you actually need

Commissioning. Ready to use – we set up your new device on-site and according to your needs

Calibration. For consistently high measuring performance of your Fischer devices and systems

Recertification of your standards. Make sure you always measure accurately and pass your customer audits

Inspection agreements and regular maintenance. Extend the service life of your Fischer devices and prevent possible downtimes

Prompt repairs with original spare parts. Fast and reliable repair of your measuring device with original parts – in-house or at your premises

Telephone and remote support. Immediate assistance for any situation thanks to our worldwide service network and direct contact with the headquarters

Individual product training and seminars. Experienced trainers teach from beginner to expert level

Please get in touch with your **local Fischer contact** to find out more about the services available.

DONE by Fischer – Service with solutions

Experience service with solutions. Experience DONE by Fischer! We are there for you, we tackle your challenges and find the best solution – that is our service promise.

DONE literally stands for what characterizes our service team and our services: Direct customer contact is particularly important to us. We value open and transparent cooperation. With our worldwide subsidiaries, we are always locally available. And we offer you over 70 years of experience in the measuring technology industry.

DONE by Fischer is our seal of quality for first-class service. You want to be sure about the high quality of your products? Then let our service experts support you!

D-IRECT

We will find the best solution for you without any detours.

Customer service **directly from the manufacturer** – Helmut Fischer

First-class service quality worldwide for highest requirements

Individual support by your personal Fischer contact

Fast response times thanks to short communication channels

Original spare parts in proven **Fischer quality**

Reliable spare parts supply

O-PEN

We communicate transparently and comprehensibly.

Transparency about service conditions and pricing

Flexible service tailored to your needs

Open knowledge exchange through our **global network**

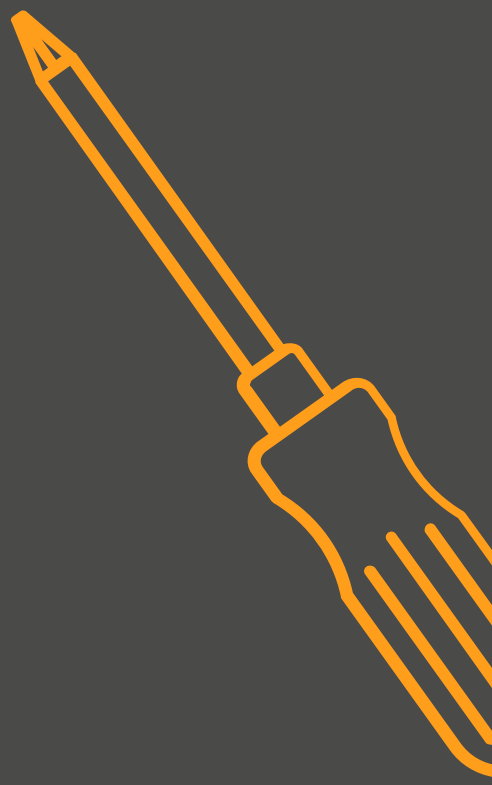
Innovative solutions for your challenges

Always interested in your feedback for a **long-standing partnership**

Continuous enhancement of our service portfolio

> Fischer has been just excellent. Anytime I need to get in touch they are always so supportive, a great crew, wonderful people who are a joy to welcome to the plant.

Ant Scarratt, Metallurgist and Laboratory Manager at Hardide Coatings Ltd., UK



N-EAR

We are always and everywhere there for you.

On-site service thanks to **21 subsidiaries worldwide**

Local customer support with our service experts at your premises

Strong service network with **over 180 service professionals worldwide**

Fast delivery of spare parts thanks to well-developed logistics

Communication in your **native language**

E-XPERIENCED

We offer decades of expert knowledge.

Over 70 years of customer service experience

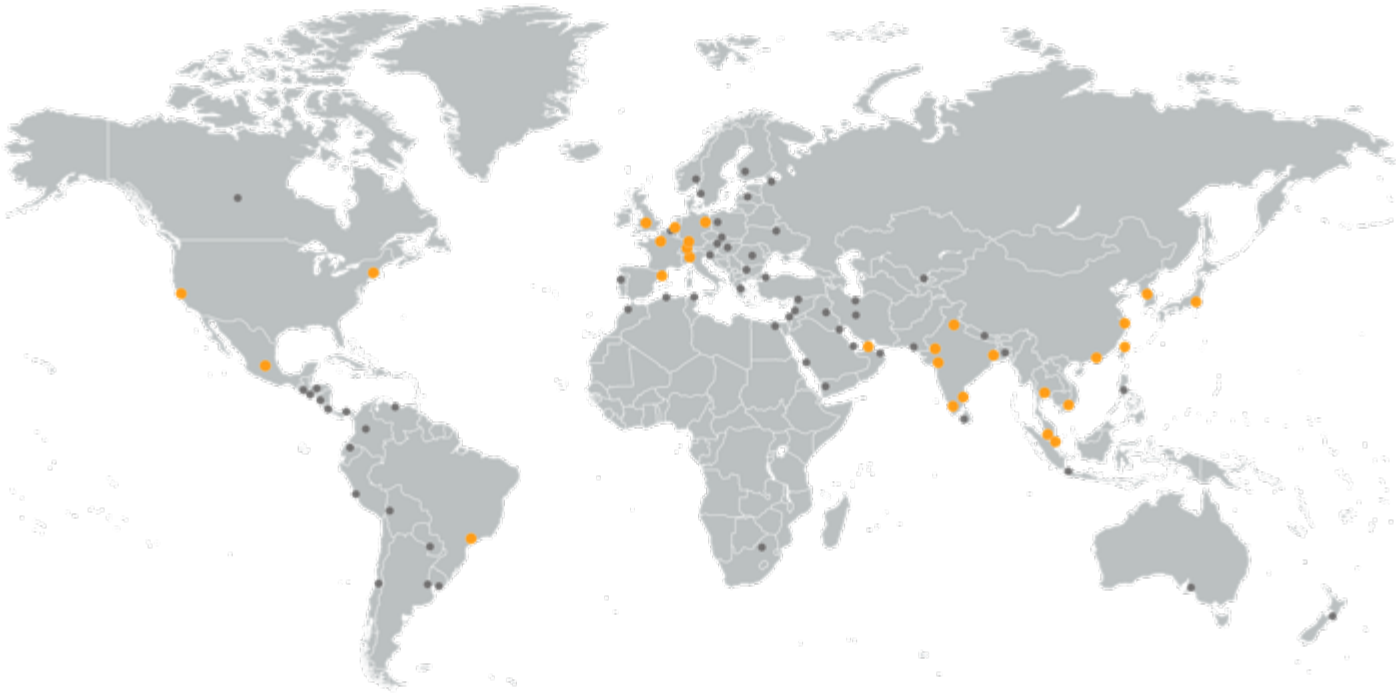
Regular training of our service professionals

High expertise due to long-term employment relationships

Open knowledge transfer between experienced and new service professionals

Continuous **cross-border knowledge exchange**

You can find us in:
AMERICA | EUROPE | AFRICA | MIDDLE EAST | ASIA & PACIFIC



- Subsidiaries
- Authorized distributors

Made in Germany! Our measuring devices and software as well as all accessories are developed, produced, and continuously optimized in-house – always with the goal to make our customer's world measurably easier.

Visit our website!
www.helmut-fischer.com

Discover Helmut Fischer Global on Social Media!

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