

▶ **After Sales**

Terms & Conditions

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GENERAL

After Sales Scope

Designed and manufactured products have to perform not only according to the applied norms and regulations but also in respect to partner's demands and specifications. After Sales Service refers to various processes which make sure that clients are satisfied with the products and services of the company.

For Doppler SA, After Sales plays a pivotal role in strengthening the bond between the organization and associates, building brand's loyalty, and increasing satisfaction levels. We are constantly trying to improve our After Sales operation investing on new technology, training, and processes' development. Under this frame, highly trained Engineers are willing to provide corporate technical assistance on a 24/7 basis either by telephone/email/WhatsApp or by organizing "Training Seminars" in house and on site.

Please feel free to contact our Team for any issue or advice, feeding us back with valuable info that may assist on the continuous improvement of our product/service. The common objective for all of us at Doppler SA remains the end client's satisfaction and the long-lasting relationship establishment with repeated business partners.

Profile

- 24/7 Service available
- Multilingual performance by native speakers
- Doppler training school
- On-Site training seminars
- In house training Seminars
- Technical visits: On-site consulting to provide solutions
- Spare parts stock list: customized lists per project
- Special Projects: Engineer's site inspection prior to lift's commission
- Client's satisfaction

COMMUNICATION

Telephone support

Doppler SA technicians are qualified to give telephone support. Languages supported for telephone support are English and Russian.

During working hours, Doppler SA After Sales team can be reached under Doppler's Telephone Center Number +30 23430 54000, while for urgent cases there is direct access to the respective mobile phones.

Email support

Kindly send your inquiry to aftersales@doppler.gr so that we can promptly reply, providing all the support needed.

WhatsApp support

Doppler's After Sales team can also be reached through our online chat service where we host your account group chat.

Web form

Any issues can be reported also on Doppler SA [contact page](#).

On-Site support

Doppler SA can provide on-site support, as the last step, in cases where the above means have not brought any result, and always after a respective conversation with Doppler After Sales Director.

Support during holidays

During holidays (national holidays, factory remaining closed during summer or winter vacation, etc.) there is always at least one person for emergency cases. Customers should always consult the account group WhatsApp chat for the available technicians and numbers, as per the languages supported.

TRAINING

Factory premises training

Doppler SA is committed to organizing and running Lift Training Schemes in its premises addressed to its local collaborating distributors (installers/ service providers), the general aims being:

- to provide the basic knowledge and experience related to lift operation, norms and regulations, installation, and servicing (maintenance)
- to develop trainees' professional competences and skills in Doppler lift operations
- to enable trainees to carry out work and provide full support to any type of lift designed and manufactured by Doppler
- to ensure trainees' awareness about the Doppler Lift technical specifications
- to create a sound basis for further training in the lift service operations

By completing the training scheme, the trainees are able:

- to comprehend the main lift operations
- to understand all the main Doppler Lift products and specifications
- to carry out work related to the installation and maintenance of all Doppler Lifts
- to interpret, analyze problematic situations and deal effectively with troubleshooting of Doppler Lift parts both at a mechanical and electrical level
- to hand over a Doppler lift
- to make appropriate use of lift testing and commissioning activities
- to follow instructions on how to operate a lift and use emergency manual override
- to understand and make full use of Doppler lift product manuals and technical documents.

An indicative Lift Training Scheme Structure is as follows; however, the schedule might require modifications/alterations in accordance with the customer's needs.

- Introduction – Lift Theory
- Hydraulic Lifts
- Traction Lifts
- Doors
- Cabins
- Controller
- Motor Drive Adjustments
- Hydraulic Valve Adjustments
- Lifting Mechanisms (Parking Systems – Homelifts – Escalators/Travelators)
- Examination – Assessment – Certification

Delivery of the scheme is based on a blended training methodology, combining various types of training and information communication to achieve the most effective performance gains in the most efficient manner. The blended training solution components incorporated typically include a combination of the following:

- Instructor-led classroom-based training
- Activity-based exercises and on-the-job training
- Group work and presentations
- Class discussions
- Web-based and multimedia tools
- Reference documentation
- Exams

Training leads to certification for assigned Doppler contractors who are approved in this way for installing and servicing Doppler Lifts.

On-site training

The After Sales function includes also continuous On-Site Training Sessions according to the local collaborating distributors' (installers/ service providers) needs and following the procedures presented above. These Sessions are organized in common between customers and Doppler and are mostly focused on readily installed lift projects.

WARRANTY TERMS

Warranty period

Doppler SA grants a basic warranty period of twenty-four (24) months for its complete lift packages and twelve (12) months for parking systems, escalators - travelators and components or spare parts sold separately, providing installation and maintenance has been accomplished by approved Doppler SA contractors and having followed Doppler SA instructions. Available warranty upgrading packages are available as per customer request and shall be agreed between customer and Doppler SA, prior to any contract signing.

The warranty period starts with the date of dispatch, according to the invoice issued by Doppler SA. If any defect is discovered within the warranty period it should be reported to Doppler SA After Sales Department in written, according to the Warranty claim requirements.

Warranty claims requirements

Doppler SA warrants that it will make any necessary adjustments, repairs, and replacements at no cost to the original owner within the warranty period, only if the following requirements are met, which are binding for a warranty claim to be asserted:

- Any defect/damage has been immediately reported in writing to Doppler SA After Sales Department, using one of the available options given in section «COMMUNICATION MEANS» of this Policy
- The product fails to perform its specified functions due to the failure of one or more of its components.
- The customer has given all available information for the defect reason to be fully understandable to Doppler SA personnel.
- The customer has signed and delivered to Doppler personnel any correspondent statements for damaged goods, wrong delivery of goods, and/or non-receipt of goods needed.
- The product has been stored in appropriate conditions, away from moisture, dust, or anything else that could cause damage to the mechanical or electrical equipment, or the product.
- It must be proven that the rejected parts were purchased from Doppler SA. A copy of the invoice issued by Doppler SA shall serve as proof of this.
- The product has been maintained and operated by the owner in strict accordance with the written instructions for proper maintenance and use as specified in its Installation, Maintenance, and User Manual.
- All parts must have been submitted on a regular basis to the maintenance and/or inspection measures prescribed or recommended by the manufacturer. This has to be verified with an appropriate document or receipt.
- The maximum load for a single part or for the lift as a whole must not have exceeded the respective load as determined by the manufacturer and/or spare part manufacturer.

Warranty Exclusions

The following defects/damages and costs respectively are excluded from warranty, without exception:

- Normal wear and tear of parts.
- Defects/damages caused by abuse, accident, or negligence.
- Defects/damages caused by any tampering, alteration, or modification of the product, operating software, mechanical, or electronic components.
- Defects/damages caused by inappropriate storage.
- Defects/damages caused by failure to install, maintain, and operate the product in strict accordance with the written instructions for proper maintenance and use as specified in the Installation and User's Manual.
- Defects/damages caused by repairs or attempted repairs by unauthorized persons.
- Defects/damages caused by natural causes and environmental influences such as, for example, damages incurred by hail, lightning, frost, water, earthquake, floods, storms, tornadoes, salt, chemical influences, etc.
- Defects/damages caused by incorrect installation, improper adjustments, and/or improper maintenance.
- Defects/damages caused by operation on improper voltages.
- Defects/damages caused by the usage of wrong or inappropriate operating materials(for example low-quality lubricants).
- Defects/damages caused by inappropriate use. This includes any utilization of the parts outside of the lift.
- Defects/damages caused by a change of the original shape and/or function.
- Any other claim that has not been fully supported by the customer regarding its failure. Minimum or no information from the customer side regarding the history of any failing component falls into this category.

Doppler SA neither assumes nor authorizes any person or entity to assume on its behalf any other liability or obligation in connection with the sale or use of the goods, and there are no oral agreements or warranties collateral to or affecting the sale of the goods.

Doppler SA is not responsible and will not accept any labor charges, damage incurred during installation, maintenance, repair, or replacement, damage incurred to other related parts, injuries, loss of income, incidental and consequential damages, damages, or any other loss whatsoever connected therewith.

In case Doppler SA sells parts manufactured by other suppliers to its collaborating partners/ customers/purchasers, the manufacturer's original warranty is applicable.

Doppler SA shall not be liable for any injury, consequential, arising out of the use, or inability to use the product.

Rejected parts that have been replaced shall pass into Doppler SA possession. In this respect, the purchaser and/or claimant undertake the responsibility and expenses

of the parts sent back to Doppler SA.

The remaining warranty period for the originally bought part is transferred to parts that have been replaced or exchanged during the warranty period. The warranty period cannot be extended for any reason.

In the event of unavailability of parts, Doppler SA reserves the right to replace rejected parts with parts that serve the same purpose but that are not necessarily identical in nature. Any parts, which serve to improve the quality subject to technical modifications, are considered appropriate for replacement.

If any of the above-mentioned terms is/are ignored or not complied with respectively, Doppler SA reserves the right to deduct a percentage – or the total – of the sum claimed for compensation.

If any term or part of these warranty terms becomes void, the remaining terms shall remain unaffected.

The liability of Doppler SA shall not exceed in any event the invoiced product price. Under no circumstances is Doppler SA liable for loss directly or indirectly for any of the following:

- Third-party claims against the client for losses or damages.
- Loss or damage of the client's records, information or
- Economic consequential damages including lost profits.

REPLACEMENT PARTS

Consumable Parts

Consumable parts are meant all parts of an elevator that are capable of being depleted or worn out by use. Consumables should be replaced on a regular basis, defined by the frequency of use, nature of the elevator handling, as well as installation correctness.

Consumable parts are not covered by the warranty of the elevator. It is the installer's / maintenance company's to make sure that it has the correct number of parts available on-site in order to minimize the downtime of the elevator.

Such consumable parts consist of (but are not limited to) the following categories:

- Guide shoes (car, counterweight, pulley)
- Rollers (car-guide rollers)
- Oil fillers
- Traction motor braking shoes
- Piston sealing rings
- Bearings
- UPS and controller battery (12V)
- Fuses

Spare Parts

To ensure that the repair cycle of parts that might become non-operative during the warranty period is on track, Doppler determines the following spare parts list. The spare parts are initially purchased and put in stock by the local collaborating distributors (installers and service providers) and are claimed according to specified procedures in case of replacement approved by the After Sales Department.

No spare parts may be used for replacement by the local collaborating distributors (installers and service providers) unless it is explicitly communicated and approval is given by the After Sales Engineers within the framework of their service provision operation, following the procedure presented above, otherwise warranty may be considered void.

- Traction motor components (sheave, pillow block, sealants, etc)
- Inverter and Inverter components (filters, resistors)
- Hydraulic power unit components (motor, pump, silencer, etc)
- Valve block components (adjustments, coils, etc)
- Ropes/rope suspension parts
- Overspeed governor and safety gear accessories
- Electronic boards
- Intercom
- Voice announcer / Gong
- Rope Tension / Frame Bending / Oil Pressure overload devices
- Prelimit / Limit switches
- Position / Proximity switches
- Circuit breakers

- COP / LOP display
- COP / LOP buttons
- Door light curtain / photocell