



REMOTE TECHNICAL ASSISTANCE

REMOTE TECHNICAL ASSISTANCE FROM GMC: **TEMPERING PROCESS & EQUIPMENT**

Communication by mean of emails, pictures, technical information

Option 1, yearly contract

Option 2, Case by case according to the problem encountered

From customer side:

1. To provide all the information which will enable GMC to understand the problem and or defect encountered.
 - . defect explanations
 - . picture of the defect or in spite of it, a sketch of the defect
2. After receiving the advises from GMC, using the remedies
3. Communication about the trend of defects, eventually defects disappear
4. In case of defect still going on, new communication with GMC
5. After receiving the new advises from GMC, using the new remedies
6. Communication about the trend of defects, eventually defects despairing

To be borne from GMC:

1. Customer information analyses
2. Request of complementary information
3. Recommendation and advises to the customer
4. Information analyze in regards of evolution of the defects
5. New recommandations
6. Conclusion in case the defect may not disappear

Commercial proposal with mail.

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