



Dear Customer,

Many thanks for your request and for your interest in our company.

Unfortunately, the information that you provided was incomplete, therefore meaning that we are unable to precisely identify the product. It is unfortunately **not** possible for us to create an offer based on this information.

Please check whether you have already obtained this device from us within the last 10 years. If **YES**, please send us a copy of our offer or our order confirmation.

Should you no longer be in possession of these documents, we would still be happy to help you. We are prepared to process your request further in-house and try to ascertain the information necessary to create an offer, using our experience and existing documentation.

This would, however, involve a considerable amount of research and be an open-ended undertaking, and we would charge you €400.00 upfront. This amount is to be paid under all circumstances **without guarantee** of success.

For further processing, we need the following information from you:

- ◆ Please complete the attached questionnaire
- ◆ Should this not be possible, please send us the device (at no cost to us)

Alternatively, we would suggest the following options:

- ◆ Please contact the [RHEINTACHO distribution partner](#) in your area.  
Please be aware that processing fees could also apply here, irrespective of success.

Or

- ◆ Contact the qualified spare parts department of your equipment manufacturer (e.g. MAN, Wärtsilä, ...).

We would be happy to assist you with any further questions.

Your RHEINTACHO Team

#### RHEINTACHO Messtechnik GmbH

Waltershofener Straße 1 · D-79111 Freiburg  
Telefon +49 (0)7 61 / 45 13-0 · Fax +49 (0)7 61 / 44 52 74  
info@rheintacho.de · www.rheintacho.de

Handelsregister Freiburg HRB 5761 · Geschäftsführer: Christoph Mozer  
Volksbank Freiburg IBAN DE80 6809 0000 0001 1977 03  
Sparkasse Freiburg IBAN DE13 6805 0101 0002 0067 41