



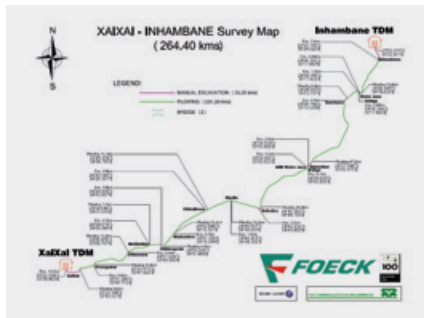
# CUSTOMER SUPPORT

Services around the FOECK laying system

- › Efficient on-site training
- › GPS-supported route analysis and documentation
- › Theoretical and practical operation training
- › Support in search for solutions on construction site
- › Service and instructions

# FOECK Customer Support

The FOECK installation system is one of the most efficient methods of laying pipes and cables safely and quickly in the ground. Walter Föckersperger GmbH offers not only the most efficient laying machines but also a comprehensive range of services to support you in implementing innovative laying techniques. It starts with on-site training, GPS-supported route analysis and documentation, driving and superstructure training through to support in service or finding solutions to unforeseen problems on the construction site.



## GPS-supported route analysis

- On-site inspection of the construction site
- GPS analysis and documentation of the plough track
- Evaluation of all route data
- Creation of a detailed report

## Education and training

- Teaching theoretical basics
- Practical training with the FOECK laying system
- troubleshooting training
- service training



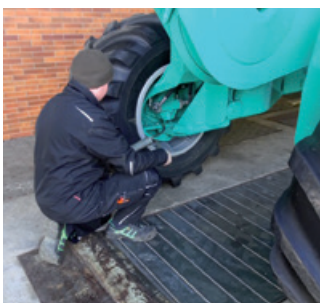
## Advanced training

- Extended practical training on construction site
- Experience-based Discussion: Questions and answers



## Troubleshooting and spare parts delivery

- Support in finding solutions on the construction site
- Advice on the optimum utilisation of the equipment
- Fast delivery of spare parts on demand



## Service support

- First service under guidance
- Inventory of the piece of equipment
- Fast spare parts ordering and delivery
- On-site support



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