

## Services – Troubleshooting

Customer  
Project

Date:

Location:

Project no.:

Service staff:

	Very good	Good	Satisfactory	Slightly unsatisfactory	Poor
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1. How do you rate the troubleshooting outcome?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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2. How was the collaboration on site?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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3. How do you rate Bender Service's accessibility?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4. How do you rate Bender Service's speed of response?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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5. How do you rate the quality of our systems?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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6. How do you rate the interaction between the Bender systems  
and the third-party equipment?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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7. What, in your view, could be improved before or  
after the troubleshooting process?

8. What, in your view, could be done to improve  
the systems?

9. Are the following products/services of interest to you?

- |                                                                                                   |                                                                                                              |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Thermography of distribution board                                       | <input type="checkbox"/> Residual current monitoring of your TN networks                                     |
| <input type="checkbox"/> EMC measurements                                                         | <input type="checkbox"/> Appraisals/analyses of legacy systems                                               |
| <input type="checkbox"/> Inspection/repeat testing/maintenance                                    | <input type="checkbox"/> On-site training                                                                    |
| <input type="checkbox"/> Remote maintenance                                                       |                                                                                                              |
| <input type="checkbox"/> Incorporation into building services<br>management systems/visualisation | Miscellaneous <div style="border: 1px solid black; width: 100%; height: 15px; display: inline-block;"></div> |

Thank you for your assistance and for taking part. We trust that our systems  
will continue to support you in your day-to-day operations.