



# CASTEL SERVICES

USING DEDICATED TEAMS, CASTEL IS CLOSE TO ITS CLIENTS AND ABLE TO GUARANTEE HIGH LEVEL SERVICE, BOTH BEFORE AND AFTER SALES.



## CUSTOMER SERVICE

- On request, CASTEL carries out an accurate estimate of your solution and works out a quotation for your system with you. Each quote can be provided with a configuration and cabling diagram.
- Together, we analyse your specifications.



## ENGINEERING - ON SITE SERVICING

- If you wish, CASTEL can assist you in part or in full with the installation, testing and commissioning of your equipment on site.
- We can also pre-program some of your equipment in our factory.



## HOT LINE

- A Technical Assistance team is at your disposal to answer any questions and help you over the telephone (Monday to Friday, 8.30am to 12.30pm and 1.30pm to 6pm).
- The CASTEL Hot Line is free for PC-PCX professional intercom and telephone intercom systems. For the other ranges, our technicians can provide the necessary documents for commissioning your system, offer a support contract or provide training tailored to your requirements.



Hot line  
+33 2 41 40 41 42

Email  
support@castel.fr



## AFTER-SALE

- An after-sale department in the factory guarantees the durability of your equipment. Our equipment and labour are guaranteed for 1 year. Once this guarantee expires a quotation for a further guarantee is drawn up.



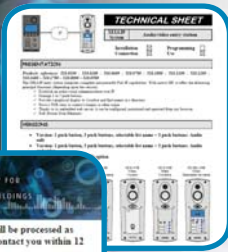
## SUPPORT CONTRACTS

- CASTEL can provide support contracts for its XELLIP, VDIP and MAYLIS ranges.
- Internet support: with remote control of its installations, CASTEL investigates and checks your installations.
- Telephone support: over the phone, CASTEL investigates and provides support for your installation.
- On-site support: CASTEL Technical Support Department will come to your site for preventive maintenance or for repair, following your call.
- With these three types of assistance we can build a contract tailored to your specific requirements and expectations.



## TRAINING

- On request, we can provide customised training programs for our products (installation, operation, maintenance), either on site or at our premises for installers and users.
- And every year, standard training sessions are available. Feel free to contact the Technical Support Department to find out the dates of these training sessions.



### New Professional Area on the CASTEL website

Providing you with a reactive, increasingly high performance service, CASTEL has launched new functions on the Professional Area of its website:

- access to the different technical files for our products and their documentation
- diagrams and specific technical specifications
- possibility of requesting return material authorisation number, with online tracking
- manage your incident tickets via your support contract, etc.

## CASTEL: 6 powerful and scalable ranges



- Telephone intercom systems
- Full IP audio video intercommunication
- Voice, data, image and access control over IP
- Professional intercom systems
- Security intercom systems
- Services

