

# Coperion Emergency Hotline

**In case of emergency, our customers can also contact us outside our business hours. For plant control or machine malfunctions, you can reach us 24/7 on our emergency hotline: +49 711 897 2121**

Depending on the problem, a control expert, service technician or spare part specialist will support you.

In order to provide assistance as soon as possible, please have the relevant data on your machine or plant at hand. And write down the following data before calling our emergency hotline:

- Company name and address
- Your name and telephone number
- Description of the problem
- Machine type
- Project and/or machine number (located on the machine or gearbox name plate)

The Coperion emergency hotline is primarily intended for automation emergencies and acute mechanical damage on the machine or plant control or the machine itself. Of course we will also accept calls regarding regular spare part orders and appointments with a service technician, but will process them on the next business day. During business hours, contact your local Coperion contact before calling the Coperion emergency hotline.

Please note that your emergency support case will have top priority and our service will be billed accordingly. However, your call will be free of charge.

The following price structure applies to Coperion emergency hotline support:

- Online support for control problems during Coperion business hours:  
  
Basic flat rate €230/hour. Exception: Customers who have valid online remote service contracts. They will be billed at the hourly rate in the contract.
- During business hours, we bill a flat-rate damage surcharge of €300 for spare part orders. After 5:00 p.m. and on weekends and holidays, the surcharge rises to €500.

The flat rates listed exclude the applicable value-added tax.

Coperion business hours are from Monday-Friday, 8:00 a.m. to 5 p.m. (CET), weekends and legal holidays excepted.