

# CLIMASTAR do care!

silicium technology

## Customer Service Team

## Projects Department



The same level of demand, dedication and commitment that we offer with our products is also reflected in our customer service: personalized assistance, continuous monitoring, technical advice, project management, professional after-sales, technical support...

Our Customer Service Team will answer each and every query you may have, whether it relates to delivery schedules, confirmation of when a product is dispatched, or placing an order. Any member of the team will be able to help you and deal with your request as quickly as possible keeping you informed at all times.

We know that many concerns may arise when it comes to evaluating your project requirements. Our Projects Department will advise you on each of the areas of your project and will offer you the best solution, taking into account potential options so that you can suggest a number of different alternatives to the end customer.

A product manufactured in accordance with the highest level of quality performance deserves to be complemented by excellent service. At CLIMASTAR, all departments are customer-focused, offering quick and efficient solutions to any problems that may arise.



## Professional Advice



You can get the assistance you need in order to solve any technical concerns you may have. We will provide direct and personalized assistance, offering the support necessary to resolve any issues with installing or setting up any of our products.



## Continuous Training

In line with our commitment to customers and end users, we cannot ignore the fact that professional people need support in order to gain a complete knowledge base with regard to CLIMASTAR product ranges and to the potential technical solutions that they may require for the different systems. For this reason, we have developed a complete Training Program which includes technical training courses for each of our product ranges. These courses are taught by our



best experts. Their ultimate aim is to help professionals in their daily work and for them to become more familiar with the significant advantages of installing CLIMASTAR products.

## After sales technical support

CLIMASTAR's job does not finish when the goods are dispatched. We are committed to initial development, manufacturing and customer service. And this customer service includes not only the delivery, but also a professional after-sales service to help our customers with any concerns or technical issues. We have an Authorized Technical Services Network providing effective technical assistance, irrespective of the location or the product.

