



Technical support

1	<i>Basic principles</i>
2	<i>Who is who?</i>
3	<i>This is what we can do</i>
4	<i>Comprehensive technical literature: www.belrobotics.com/extranet</i>

Technical support

Basic principles

- Feel free to call/mail our expert in subject matters detailed on next slide
 - Training, Before sales, T&T Management, After Sales, Warranty
- First-in, First-served
 - If you need assistance on the field in your country at a specific date, book the date with Nicolas Clause as early as possible – spring season will be very busy!
- After sales
 - Forward all your requests to Nicolas Clause who will manage appropriate support
 - If immediate answer essential, call
 - If urgent answer required and every time possible, send an email
- Next step in after sales (in 2015)
 - Request via Internet via a “ticketing system”
 - With typical Questions and Solutions available on line
 - To provide statistics and to improve product reliability and effectiveness of technical support

Technical support

Who is who?

Name	Languages	Email	Land line Mobile	Training	Before sales	T&T Mng t	After Sales	Warranty
Nicolas Clause	FR/EN	nc@	+32 10 48 00 47 +32 475 62 96 19	X	X	-	X	-
Quentin Simonet	FR/(EN)	qs@	+32 10 48 00 47 +32 475 23 17 60	-	-	-	X	-
Vincent Debrule	FR	vde@	+32 10 48 00 47 +32 495 29 88 92	-	-	-	X	-
Martin Terlinden	FR/EN	mt@	+32 10 48 00 32 +32 472 54 99 35	Back-up	Back-up	X	Back-up	X
Nathalie Vandepoorte	NL/FR/EN	nv@	+32 10 48 00 48	Sales assistant – orders, shipments, special requests				
Diederick Geerinckx	FR/NL DE/EN	dg@	+32 10 48 00 31 +32 474 10 78 10	Training and commercial support				

Technical support

This is what we can do

- Before sales
 - To provide a specific technical training in Belgium or abroad
 - To study a specific project from a distance
 - To provide commercial references, case study, etc.
 - To put you in contact with other Belrobotics importers
 - To welcome you once a year in Belgium with all other Belrobotics importers
 - Etc.
- After sales
 - To create a T&T account or sub-account
 - To request a T&T module activation
 - To assist you in your first two installations
 - To implement complex projects with you on the field
 - To solve a technical problem over the phone
 - To assist in the assessment of a warranty claim
 - Etc.

Technical support

<http://www.belrobotics.net/football/index.php/fr/>

EN FR DE IT ES SE NO DK NL

BELROBOTICS
THE GRASS MASTERS

Search: ..

Football & BIGMOW Cutting edge technology Unrivalled quality Reduced maintenance 50 % savings Nature friendly More enjoyable Easy to adapt More than 350 clubs

Football pitches have found their master

Contact

Download brochure

Back to Belrobotics

User Name * BELROBOTICS

Password * YL09EB11

Log in

Forgot your password?

Forgot your username?

Don't have an account?

Login

Technical support

<http://www.belrobotics.net/football/index.php/fr/>

EN FR DE IT ES SE NO DK NL

Search...

Football & BIGMOW

Cutting edge technology

Unrivalled quality

Reduced maintenance

50 % savings

Nature friendly

More enjoyable

Easy to adapt

More than 350 clubs

Football pitches have found their master



Contact

Download brochure

Back to Belrobotics

Categories

EN-Manuals (9 Documents)

Technical documentations (15 Documents)

Dealers Tools Suite (5 Documents)

Warranty (2 Documents)

Commercial (0 Document)

Login extranet software

BELROBOTICS THE GRASS MASTERS

Page 7

Technical support

<http://www.belrobotics.net/football/index.php/fr/>

EN FR DE IT ES SE NO DK NL

Search...

Football & BIGMOW

Cutting edge technology

Unrivalled quality

Reduced maintenance

50 % savings

Nature friendly

More enjoyable

Easy to adapt

More than 350 clubs

Football pitches have found their master



Contact

Download brochure

Back to Belrobotics

Softwares:

Download your firmware version

Configuration BELROBOTICS

Robot model:

BigMow

Wheels motors:

DPM/IMS

Sonar typer:

Waterproof

Peripheral signal:

Multi Channels (blue boards)

Multizones option:

No

Battery:

Lithium (LFP)

Charger:

Direct (DC supply)

Left/right collision for Greenmow:

No

Validation

BELROBOTICS THE GRASS MASTERS

Page 8

Belrobotics sa/nv ©
All info confidential and proprietary

Belrobotics sa/nv
Avenue Lavoisier 16B
B-1300 Wavre
Belgium

www.belrobotics.com
Tel +32 10 48 00 48
Fax +32 10 48 00 49