

Repair Services on IndAXonline

Frequently Asked Questions



IndAXonline is **India's largest online open marketplace** for new, used, refurbished and unutilized automation assets that include components of PLC systems, Scada, RTU, VFDs and other industrial & Electrical Control Systems along with services. The portal has unique functionalities that include **Trading, Repair & Field services, eStore and Brand Enhancement opportunities.**

Q: WHY DOES INDAXONLINE OFFER SERVICES FOR REPAIR NEEDS?

Being an integral part of the Industrial Automation sector for over 20 years, we realized that our customers always struggle to get their installed products repaired due to non-transparency in the repair support process, no appropriate setup by manufacturers for component level repairing, unreasonably high cost of service and available service provider not in geographical proximity of the plant, to name a few.

Q: WHAT IS INDAXONLINE'S REPAIR SERVICES OPERATIONS MODEL?

IndAXonline has the largest network of repair services providers in India, that are capable of repairing multi-brand industrial automation hardware at a component level.

IndAXonline's repair services enable service providers to interact with the plant, irrespective of their geographic proximity, and provide effective diagnosis and troubleshooting for failed products.

Q: HOW DOES THE REPAIR SERVICE FACILITY WORK THROUGH INDAXONLINE?

Clients with repair needs for faulty products publish the product and repair details on the IndAXonline portal. A suitable service provider is matched for the specific repair need, from the extensive network of competent

service providers registered on the IndAXonline portal.

The criteria to identify a repair service provider includes geographical proximity to the client, brand of product to be repaired and product expertise.

Q: WHAT ARE THE ADVANTAGES OF INDAXONLINE' REPAIR SERVICES?

By bringing cost-effective and reliable repair services much closer to plant maintenance teams, IndAXonline aims to deliver multiple advantages to clients:

- Pan-India or location specific service as per the client requirement
- Component level repair support and exchange of products also
- Product pick-up and drop-off for easy handling
- 6-12 months warranty for repaired product
- Installation & field support service at site

Q: WHAT ARE REPAIR SERVICES DOES INDAXONLINE OFFER?

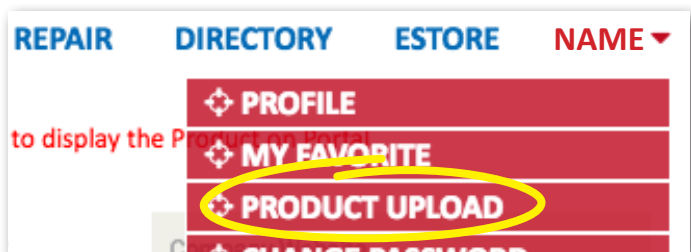
IndAXonline 'REPAIR' option facilitates:

- Service & repair of AC & DC Drives
- Service & repair of Servo Motors & Servo Drives
- Service & repair of PLCs cards
- Engineering & retrofitting

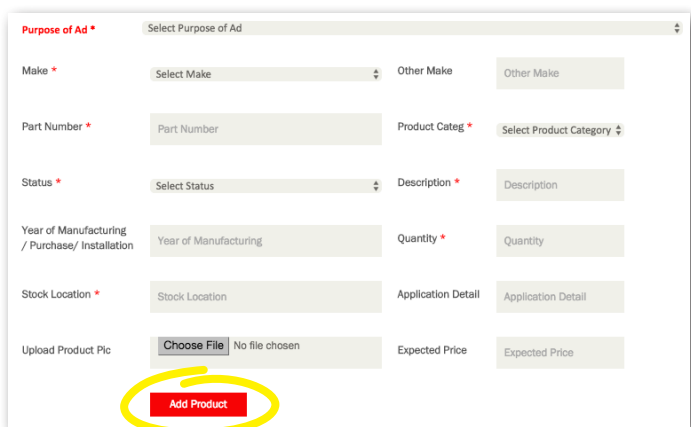
Repair service includes that for 20+ reputed and global manufacturer brands.

Q: HOW DO I POST A REPAIR LISTING ON INDAXONLINE?

- To post a repair requirement, you first need to register / have an existing (free) account with IndAXonline.
- After you have logged in, go to the "PRODUCT UPLOAD" section.



- Fill in all the details in the repair listing form. The more detailed and complete your listing, the better are the chances of completing a transaction.



- After you have entered in the details, click "ADD PRODUCT".
- You may choose to list multiple products to repair.

To maintain the quality of our listings, our team will review the listing prior to publishing it on the portal. If the repair listing is as per our terms of use, the listing will typically appear on our website within 24 hours.

Q: IS IT FREE TO POST A REPAIR REQUIREMENT?

Yes, the facility is 100% free for registered users on IndAXonline.

Q: DOES INDAXONLINE CHARGE ANY COMMISSION?

IndAXonline does not charge any commissions from clients who have listed repair requirements on our portal.

Q: HOW CAN I DELETE MY REPAIR LISTING?

To do this, email us at info@indaxonline.com from your registered email ID or contact our helpdesk at +91-99111 04090.

Q: CAN I MAKE DIRECT CONTACT WITH A SERVICE PROVIDER ON THE PORTAL?

Our service providers cannot be directly approached on the portal. However, IndAXonline provides all the front-end assistance to our client in getting best of services from our partnered service providers.