



Catalogue of Services

Specialized Assistance

General Services

At Ortoalresa, we understand assistance as a broad process that encompasses everything from any technical or commercial consultation to the development of tools for our users and collaborators, including training and communication.

Technical Assistance

The OAS (Ortoalresa Technical Assistance Service) is one of the departments of Ortoalresa that allows us to maintain contact with our customers and provide after-sales service for our products.



Factory warranty

Includes 2 years from the date of the invoice.

Warranty extension

Warranty for new equipment

Valid after the two-year warranty period ends.

Contracting:

With the order or up to 1 month before the original expires.
Request a quote.



Customized assistance

Specialists providing support to our clients throughout the whole process.

Free for clients.
Request information.



Sales Training

For a better understanding of our products.

Free for clients.
Request information.



Installation and commissioning

Installation Qualification (IQ),
Operational Qualification (OQ)



Preventive and corrective maintenance*

Request information.



Inspection of equipment and accessories*

Request information.



Customized assistance

Multidisciplinary support team for distributors.
Based on experience.
Free for clients. Request information



Technical Training

For a deeper technical understanding of our products.
Free for clients. Request information.



Spare parts, onsite service*

Request information.

*Subject to the conditions of locally authorized services.