

## Customer Service

Moto Trainer Simulators are covered by a 2-year warranty.

To be guaranteed, customers must obtain the "pass" from Moto Trainer Srl. The "pass" is granted when the customer correctly completes the "check list" document in the download area on the [www.mototrainer.it/software](http://www.mototrainer.it/software) page. The pass is valid for 6 months and can be renewed 3 times. Renewals will be granted following an inspection (even remotely) by a person appointed by Moto Trainer Srl.

To obtain the pass, an email must be sent with the "Check list" document attached to the address [info@mototrainer.it](mailto:info@mototrainer.it). This procedure is mandatory to be covered by the 2-year warranty.

The territories are divided into 2 macro-areas:

1. Areas covered by Resellers / Distributors
2. Areas covered by the parent company

### Areas covered by Resellers / Distributors

Areas covered by Dealers / Distributors are defined as all those countries that have a Moto Trainer contact within them.

Area	Location	Name	Email
<b>Europe</b>			
Switzerland	Le Brassus	Boris	<a href="mailto:boris@mototrainer.it">boris@mototrainer.it</a>
U.K.	London	Maurizio	<a href="mailto:maurizio@mototrainer.co.uk">maurizio@mototrainer.co.uk</a>
Spain	Madrid	Emilio	<a href="mailto:mototraineriberica@gmail.com">mototraineriberica@gmail.com</a>
Luxembourg	Luxembourg	Pascal	<a href="mailto:d-store.luxembourg@dainese.com">d-store.luxembourg@dainese.com</a>
Malta	Malta	Reuben	<a href="mailto:muturimalta@gmail.com">muturimalta@gmail.com</a>
<b>Americas</b>			
Eastern Canada	Montreal	Peter	<a href="mailto:info@mototrainer.ca">info@mototrainer.ca</a>
U.S.A.	Miami	Leandro	<a href="mailto:leo@uniquesbk.com">leo@uniquesbk.com</a>
Mexico	Medellin	Edgar	<a href="mailto:edgar@mototrainer.it">edgar@mototrainer.it</a>
Colombia			
Argentina	Mendoza	Marcelo	<a href="mailto:gerencia@mannonrhause.com.ar">gerencia@mannonrhause.com.ar</a>
Chile			
<b>Asia</b>			
China	Macau	Steven	<a href="mailto:misc@bg-performance.com">misc@bg-performance.com</a>
Hong Kong			
India	6KIOM	Samrat	<a href="mailto:samrat@skylercorp.in">samrat@skylercorp.in</a>

The distributor / reseller of each area is the contact person for the sales and assistance of that specific area. The contact list can change without notice. Please consult the updated list on the website [www.mototrainer.it](http://www.mototrainer.it)

### **Areas covered by the parent Company**

The Producer is the contact person for the territories where there are no distributors / resellers.

### **Assistance request procedure**

The customer who:

- requires assistance in the assembly / adjustment of the product,
- finds a manufacturing defect, the absence of a component,
- needs a replacement,

can contact the local dealer / distributor. The area contact person will contact the company with the Moto Trainer to resolve the problem.

The updated list of resellers / distributors is available on the website [www.mototrainer.it](http://www.mototrainer.it) in the headquarters section. If a Moto Trainer representative is not available in your area, the user can contact the company via email at [info@mototrainer.it](mailto:info@mototrainer.it)

In 90% of cases, the issues can be resolved from remote. Remote assistance is available 7/7 from 8 to 19 (Italian Time), by appointment.

In the event that it is necessary to replace some components, at the customer's discretion, there are 2 options:

- a) Receive the replaced spare part at your home and be assisted in the replacement.
- b) Send the part of the simulator that requires assistance to the dealer / distributor, or in their absence at the headquarters of the Moto Trainer company. The shipment cost will be charged to the customer. The company or its area representative, in the event that it assesses that the origin of the problem is to be attributed to the sole responsibility of the Manufacturer, will repair the product and send it free of charge to the customer.

**Assistance Procedure:**

- A. The customer (or distributor) sends a report to [info@mototrainer.it](mailto:info@mototrainer.it)
- B. The report must be filled by an accurate description of the problem and supported by photo and video material.
- C. Moto Trainer will decide if the problem will be handled under warranty or in service.
- D. In both cases, the customer will send the non-functioning component to the Moto Trainer warehouse at his own expense.
- E. Moto Trainer will issue a quote and / or replace the component
- F. If the malfunction is covered by warranty, the dispatch and replacement will be free of charge.
- G. If the malfunction is due to wear or careless use, a quote will be sent to the customer. When the amount is paid, the repair will be carried out.

The address of the warehouse is: Via Molina 23, 21020 Barasso - Varese (Italy)

**Express Assistance Service:**

The express assistance service is an accessory service, in which the retailer or distributor goes to the customer's location to carry out maintenance.

The maintenance intervention has a cost of:

Call cost: 50 €

Reimbursement of expenses: 0.4 € / Km

Hourly cost: 40 € / h

The prices indicated are VAT and material excluded.

For more information please contact [info@mototrainer.it](mailto:info@mototrainer.it) or by phone at +39 02 4972 6775

CEO Moto Trainer

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