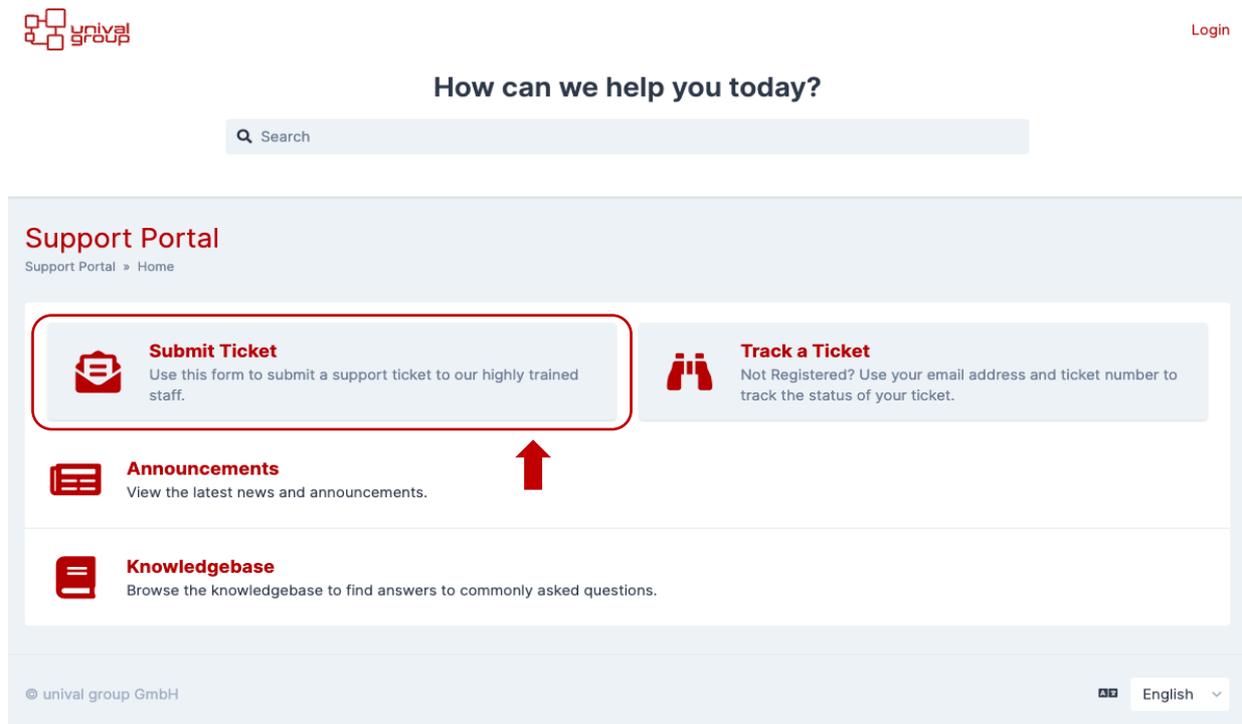


SERVICE INQUIRY GUIDELINE

Step 1 – Go to unival group Support Portal:
<https://support.unival-group.com/>, and click on **Submit Ticket** option.



unival group Login

How can we help you today?

Search

Support Portal

Support Portal » Home

**Submit Ticket**
Use this form to submit a support ticket to our highly trained staff.

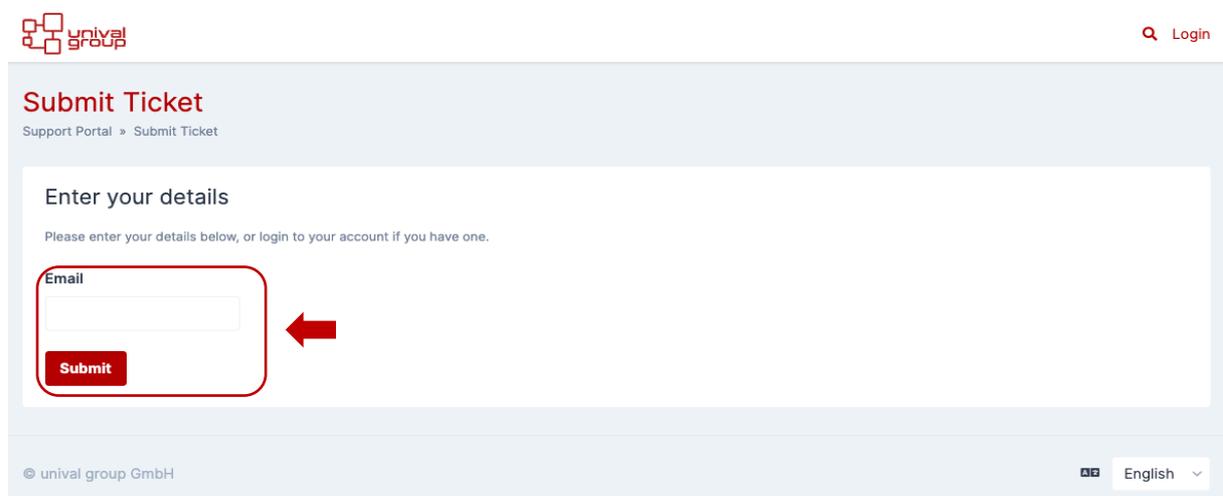
**Track a Ticket**
Not Registered? Use your email address and ticket number to track the status of your ticket.

**Announcements**
View the latest news and announcements.

**Knowledgebase**
Browse the knowledgebase to find answers to commonly asked questions.

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Step 2 – Enter your **Email** address and click **Submit**.



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Submit Ticket

Support Portal » Submit Ticket

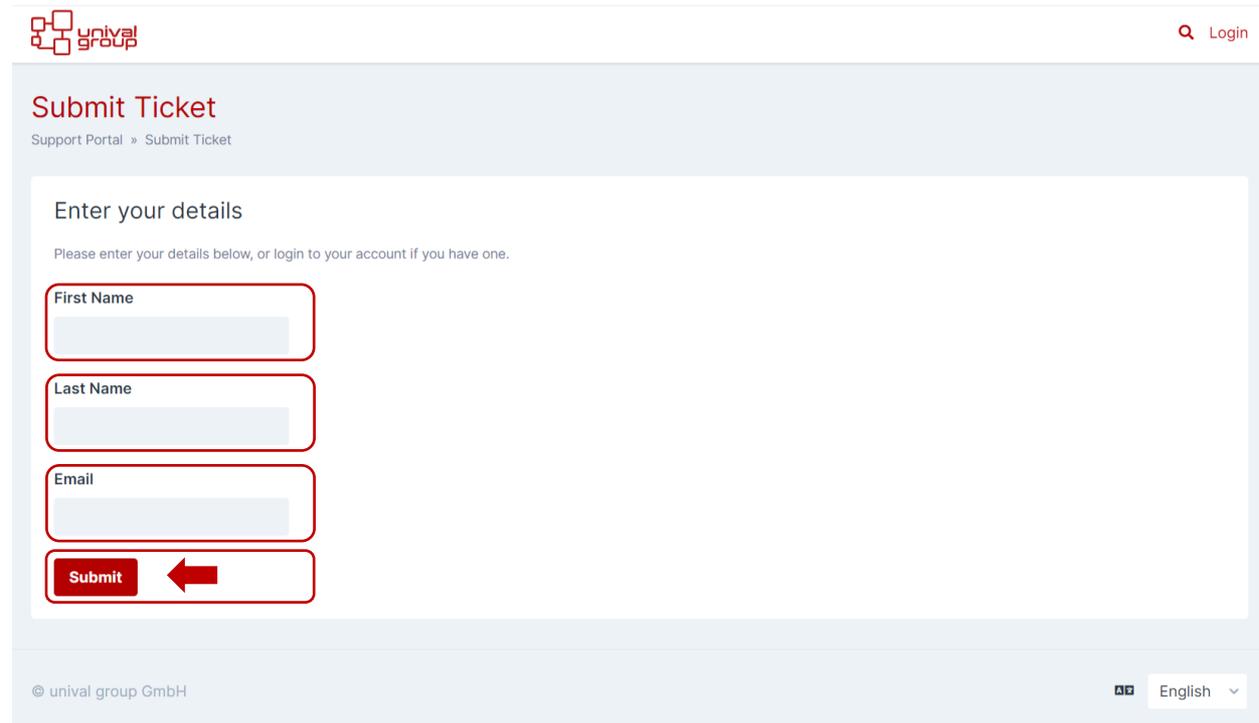
Enter your details

Please enter your details below, or login to your account if you have one.

Submit

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Step 3 – Enter your **First** and **Last** name, confirm your **Email**, and click **Submit**.



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Submit Ticket

Support Portal » Submit Ticket

Enter your details

Please enter your details below, or login to your account if you have one.

First Name

Last Name

Email

←

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Registration No.: HRB 14264
District Court Bonn
Managing Director: David Vollmar

Banking: Commerzbank Bonn
Account No.: 1037290
IBAN: DE46380400070103729000
BIC: COBADEFFXXX

Step 4 – Fill the following details and click **Submit**



🔍 Login

Submit Ticket

Support Portal » Submit Ticket

Enter Details

Company Name

Equipment

Serial number

Required questions

- 1. Please verify that unit has not been modified or subjected to unusual physical, environmental, or electrical stress
- 2. Please verify that system has been used/serviced/repared only by certified personnel according to approved operational protocols
- 3. Please verify that all visible connections are connected and in proper condition
- 4. Please verify that all visible fuses are in active state
- 5. Hereby I confirm that all above statements are correct and true. If not, unival has right to cancel all support actions and charge all created costs

Subject

CC

You can CC other people on to this ticket by entering email addresses here.

Message

</> Paragraph **B** ... ☰ 🔗 📎

📎 Add Attachment



Allowed file formats doc,docx,xml,png,gif,jpg,zip,rar,pdf,txt,log,mp4,avi,xls,xlsx,3gp,mkv.

Captcha

JvA2q

Refresh

Enter code



Submit



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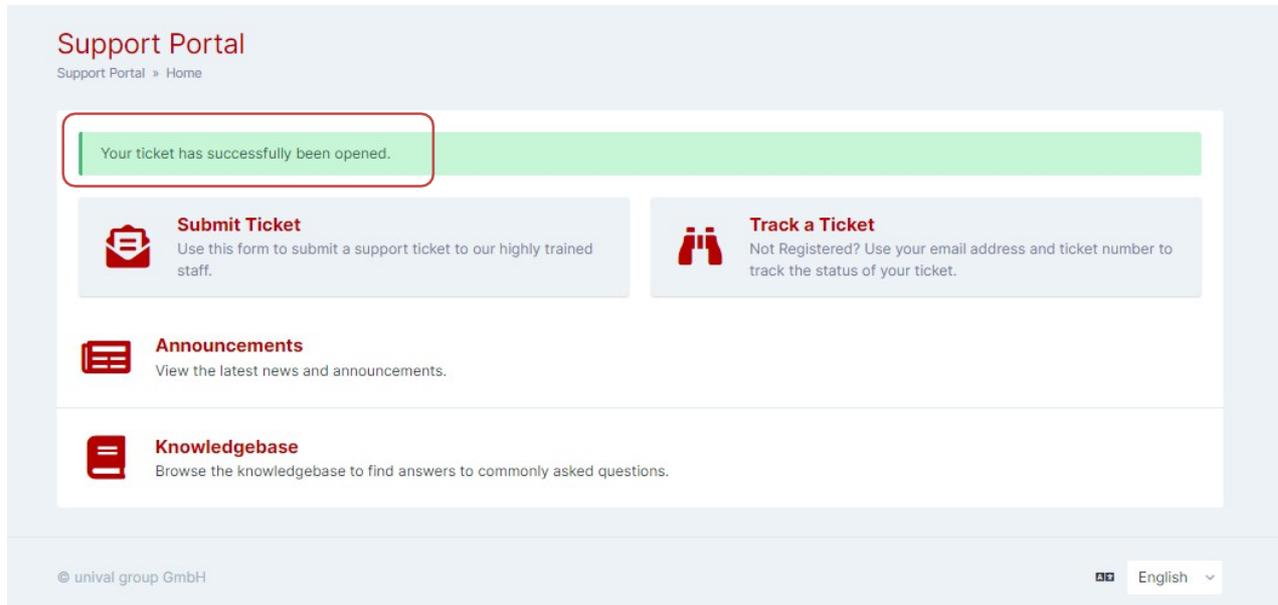
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Step 5 – **Confirmation** message has been displayed:
"Your ticket has successfully been opened".



Step 6 – Automatic email will be sent to your inbox, with **Ticket Details**, and a **LINK** to follow up your inquiry.

Step 7 – Our **Service Support Team** will **review** your inquiry and send you a prompt response via [unival group Support Portal](#).

Note: – If You are unable to open the ticket, please send an email to unival Service Support Team at support@unival-group.com (available from Monday to Friday, 9am - 5pm CET).



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