

Online:

Nr. EN2025-03-A
March 18 -2025



Optris Enhances Service Handling in China

Service cases can be processed quickly and reliably

Shanghai, March 18, 2025 – Optris, a leading provider of infrared measurement technology, is optimizing its service handling process in China. Effective immediately, all service requests will be handled centrally via the email address service@optris-ir.cn. Customers requiring repairs or inspections for their devices should send them to the following address:

Optris

Room 1103, 11th Floor, Building 1

Daning International Commercial Plaza

1868 Gonghexin Road, Jing'an District, Shanghai

Press contact: Lorenz-Oliver Riegel | Mail: pr@optris.de

Optris GmbH & Co. KG | Ferdinand-Buisson-Str. 14 | 13127 Berlin | www.optris.com

To ensure smooth processing of service or warranty cases, a corresponding **purchase confirmation** from the end customer is required. This document helps verify the warranty period and sales records, ensuring efficient service.

With this adjustment, Optris strengthens its presence in China and ensures even faster and more efficient handling of customer inquiries. As a specialist in non-contact temperature measurement, Optris develops and manufactures innovative infrared thermometers and thermal imaging cameras for industrial applications.

The high-precision measurement systems are used in numerous industries, including metal and glass manufacturing, plastics processing, as well as the food and pharmaceutical industries. Despite the extremely high product quality of Optris devices, in rare cases, in the often harsh and dirty industrial environments, damage can occur or defects can be triggered.

By improving its service processes, Optris reinforces its commitment to excellent customer support and the highest product quality. The company continues to focus on technological innovations to provide its customers worldwide with optimal solutions for temperature monitoring.



For further information or inquiries, the Optris service team is available at: service@optris-ir.cn.

[1.859 characters]

Press contact: Lorenz-Oliver Riegel | Mail: pr@optris.de

Optris GmbH & Co. KG | Ferdinand-Buisson-Str. 14 | 13127 Berlin | www.optris.com

About Optris GmbH & Co. KG

Optris GmbH & Co. KG was founded in 2003 and has established itself as one of the leading manufacturers of non-contact temperature measurement devices. Its product portfolio consists of both wearable and stationary infrared thermometers and online infrared cameras for thermographic real-time analyses. Optris develops and produces in Germany to ensure the highest standard in quality as a key component of its company policy.

Terms of publication and use:

Please send a print copy of the publication. There is no charge for using this publication. Please provide a specimen copy if published.