

Maintenance Contract „Remote-Support“

With this maintenance contract, you gain access to our hotline and remote support. Our experienced support team is available to assist you with technical questions, troubleshooting, and remote maintenance to resolve issues quickly and efficiently. In our „Remote-Support“ maintenance contract, you can choose between two levels.

„Remote-Support“

Including:

- Hotline & Remote: Mon- Fri: 08:00- 17:00 o'clock

Excluding:

- All wearing & spare parts
- Maintenances
- Other interventions
- Travel & working time for maintenances and other interventions
- Travel expenses for maintenances and other interventions (flights, accommodation, km, transfer)
- Reaction time
- Software updates
- Hotline & Remote: Mon- Fri: 06:00- 08:00 o'clock & 17:00- 22:00 o'clock, Sat: 08:00- 16:00 o'clock

„Remote-Support +“

Including:

- Hotline & Remote: Mon- Fri: 08:00- 17:00 o'clock
- Hotline & Remote: Mon- Fri: 06:00- 08:00 o'clock & 17:00- 22:00 o'clock
- Hotline & Remote: Sat: 08:00- 16:00 o'clock

Excluding:

- All wearing & spare parts
- Maintenances
- Other interventions
- Travel & working time for maintenances and other interventions
- Travel expenses for maintenances and other interventions (flights, accommodation, km, transfer)
- Reaction time
- Software updates