

Maintenance Contracts „Remote Support“

With this maintenance contract, you gain access to our technical support and remote support via our ticket system.

Simply send your support request to support@luescher.com, and a ticket will automatically be created in our system. Once a ticket is opened, you will receive an email from Lüscher Technical Support. You will receive a ticket number in the following format: LTS-XX.

Please respond only within the opened ticket “LTS-XX” communication thread!

You will receive a response as quickly as possible, but no later than within 4 hours. You will be automatically informed at all times about the current status of your request to help you keep track of what is going on. All communication will exclusively take place through the created ticket via email. If you wish to access the telephone hotline, it can be booked with an upgraded subscription.

Our experienced support team is available to assist you with technical questions, troubleshooting, and remote maintenance to resolve issues quickly and efficiently.

Within our maintenance contracts „Remote Support“, you can choose between three levels.

„Remote Support“

This contract includes technical support via the ticket system, including remote support via TeamViewer during office hours. Reaction time for a new ticket is as fast as possible, but no longer than 4 hours.

Includes:

- Remote Support: Mon- Fri 08:00- 17:00

Excludes:

- Hotline / Extended hours

„Remote Support +“

This contract includes technical support via the ticket system, including remote support via TeamViewer and telephone support via the technical hotline during office hours. Reaction time for a new ticket is as fast as possible, but no longer than 4 hours. Reaction time when calling the hotline is immediate. If the hotline is busy, you will receive a callback within 1 hour.

Includes:

- Remote Support: Mon- Fri 08:00- 17:00
- Hotline: Mon- Fri 08:00- 17:00

Excludes:

- Extended hours

„Remote Support + Extended“

This contract includes technical support via the ticket system, including remote support via TeamViewer and telephone support via the technical hotline during extended office hours. Reaction time for a new ticket is as fast as possible, but no longer than 4 hours. Reaction time when calling the hotline is immediate. If the hotline is busy, you will receive a callback within 1 hour. During the extended hours, support is available by telephone (hotline) only. Remote support during the extended hours is not guaranteed but usually possible.

Includes:

- Remote Support: Mon- Fri 08:00- 17:00
- Hotline: Mon- Fri 06:00- 22:00
- Hotline: Sat 08:00- 16:00