

Fact sheet

HOTLINE/REMOTE SUPPORT



In the event of technical problems or emergencies, one thing is important above all: fast and reliable help – and that's exactly what we're here for. Your call to our hotline/remote support is the first step towards achieving a solution. You can rely on that.

Our hotline is the central point of contact for your service requests. We are by your side with sound technical information and solution-orientated consulting.

In the event of a fault, we support you via our remote support. If your machine has remote access, our specialists will diagnose and rectify the fault via remote access. Otherwise, you will receive specific instructions so that your machine is quickly ready for use again.

THE RESOURCE
SEARCH ENGINE

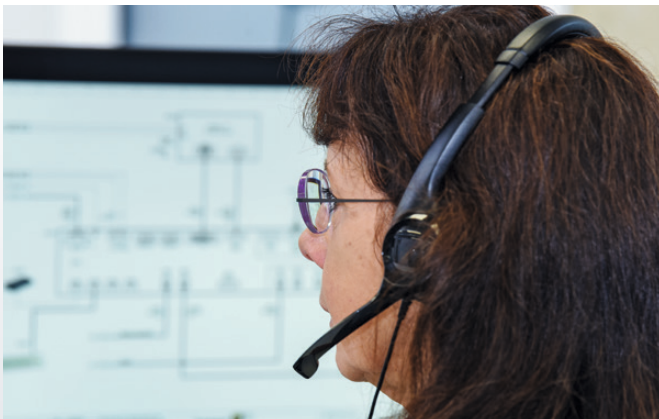
+ THE BENEFITS TO YOU

- + Direct contact with the service team
- + Fast and easy help
- + Reduced downtimes and therefore higher system availability
- + Improved sorting results
- + Cost and time savings by avoiding on-site deployments

+ SERVICE DESCRIPTION

STEINERT's hotline/remote support is the central point of contact for your service requests:

- + Recording, evaluation and processing of all enquiries
- + Information and consulting
- + Technical instructions and assistance
- + Remote access and troubleshooting (where technically possible)
- + Emergency coordination



HOTLINE/REMOTE SUPPORT

Costs

According to current hourly rates or service level agreement

Place of fulfilment

Via remote access & telephone

Accessibility

Mondays to Fridays from 8 am to 10 pm
Saturdays and Sundays from 9 am to 5 pm

Response times

According to service level agreement

If you have any questions about the **hotline/remote support**, please contact us by e-mail at **service@steinert.de** or by telephone at **+49 221 4984 100**.