

neyretgroup Solutions



Hot Line service

Link to experts via phone or remote



HOT LINE IN THE AIR



Hot Line service

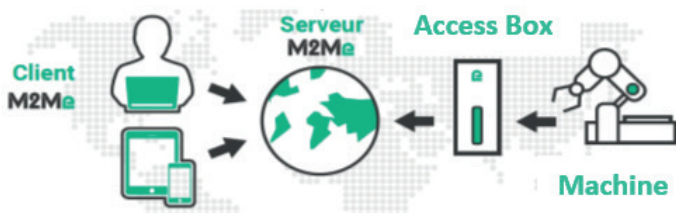
To ensure an effective assistance on your machine, our Service Support Department will directly link you to the machine specialist.

How?

You subscribe to the HOT LINE service then at any time during working hours, you can ask for HELP, whether the machine is under warranty or not.

There are 3 kinds of connection:

- Phone call only
- Video/audio live connection through your Wi-Fi or 4G network using NEYRA®
- Direct Link to PLC or Vision PC through secured VPN internet connection :



Features

Subscription:

One subscription per customer site:

- Fix yearly amount;
- Or Initial amount of 2000€ (20 hours of Hot Line service) then renewed according to usage.

Consumption:

- If machine/issue under warranty, then no deduction applies;
- If machine/issue out of warranty, then first 15 minutes are free, after deduction applies per whole hour of connection.

Simple usage:

- Initial call or email to setup an appointment or immediate service.
- Define issue and type of service (advice on phone, remote...).
- Service engineer will then organize the right assistance.

Content: Repair, audit, continuous improvement, training

Reporting: Each connection will be traced and a report sent to the customer with copy to management, incl the time deduction if applicable.