

## Service Contracts: Teleservice Module

We have developed this service to provide you with the best possible support and help you maximize your productivity. When you conclude a teleservice contract, you will receive professional remote support at reduced costs, benefit from fast response times, and lower your maintenance costs by reducing the number of on-site service calls. If you conclude a teleservice contract for your existing machine, you will receive the necessary hardware (industrial router + accessories) free of charge.

### Our Accomplishments for your Benefit

- Lower maintenance costs as a result of fewer on-site service calls
- Remote diagnostics and remote maintenance provided for your machine by a WAFIOS technician
- Free hardware for existing machines
- Call-back from a WAFIOS service employee during on-call period within 2 hours
- Possibility of identifying and ordering spare parts during fault management process
- All faults are recorded, documented, and resolved in a consistent manner

### Implementation

- You decide and let us know which machines you would like a teleservice contract for
- You will receive a quote for a teleservice contract for the machines you have specified

#### Your contact person:

**Mr. Martin Baumann, Customer Service**

**Phone: +49 (0)7121 / 146 218**

**Fax: +49 (0)7121 / 146 1301**

**Email: baumann@wafios.de**



### Module Contents

The teleservice module includes the following services:

- Professional teleservice at a reduced price
- You will only be charged if the teleservice staff are able to solve your problem
- Guaranteed call-back within 2 hours



**WAFIOS AG**  
Silberburgstraße 5  
72764 Reutlingen, Germany

Telefon: +49 (0)7121 / 146 1300  
Phone: +49 (0)7121 / 146 1301  
E-Mail: baumann@wafios.de, www.wafios.com