

TOTALCARE LITE – SERVICE CONTRACT

	Remote Deliverables	No contract	Total Care Lite	Price
HOTLINE	Hotline support (8x5) – S (up to 6 Cases)	<ul style="list-style-type: none"> Written response according to incoming order 	<ul style="list-style-type: none"> Personal response within 1 working day Commissioning hints (15-20min) Documentation service 	990 €
	Hotline support (8x5) – M (up to 12 Cases)			2.580 €
	Hotline support (8x5) – L (Unlimited)			6.060 €
SYSTEM SUPPORT	Remote Commissioning	<p>Non discounted single offering</p>	<p>✓ Covering all System Support offerings</p>	20% Discount
	Communication interface to 3rd party system e.g., Modbus connection to a customer PLC			20% Discount
	Special programming of devices e.g., Plant control / Special events / Customized archives			20% Discount
	Test read outs and archive analysis			20% Discount
	Connection of 3rd party devices e.g., Link into central remote reading, 3rd party GC on FC1, etc.			20% Discount
	Plant modernization e.g., All-IP conversion, Product Migrations			20% discount
TRAININGS	Trainings (Onsite and Webinars)	@ List price	✓	20% Discount

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HOLISTIC PEACE OF MIND REMOTE SERVICE