

# RemoteCare

## Professional service from a distance

We provide remote maintenance for your Agathon machine. This service is especially for users of the machine generations 400 series and AGC+5. Due to the initial diagnosis, a problem can be isolated and analyzed via the remote maintenance connection, and ideally resolved. RemoteCare is optionally available also with extended service times.

### Remote support

Our services

- The diagnostic technicians are available during the usual opening hours from Monday to Friday from 08h00 to 16h30 (CET)
- With remote maintenance, we directly access the machine on request in case of malfunctions and determine its condition and functionality
- The initial analysis is performed by an Agathon technician who helps to maintain production and takes further steps towards complete problem solving

Your benefits

- Remote maintenance by professional diagnostic technicians from Agathon
- Rapid and targeted problem analysis and initiation of the necessary measures
- Increased machine uptime through reduction of downtimes

# RemoteCare

## Extended Remote support

### Our services

- Extended availability of the diagnostic service Monday to Friday from 06h00 to 20h00 (CET)
- Reliable support in the usual quality at extended working hours
- Remote maintenance and support available for two shifts

### Your benefits

- Remote maintenance by professional diagnostic technicians from Agathon
- Increased machine uptime through reduction of downtimes
- Overseas customers (EST) particularly benefit from the extended service times, as the time difference is almost eliminated