

Remote Technical Support on Demand

Remote Technical Support on Demand provides case-specific remote technical assistance for customers without an active Premium Support contract.

It is intended for individual technical questions, problems or subsequently changed requirements that require individual assessment beyond Standard Product Support without entering into an annual support contract.

Includes:

One remote technical support session of up to 2 hours

Remote support session with our technical team

Case-specific technical analysis and troubleshooting

Analysis and advice regarding new or subsequently changed applications and requirements

Basic assistance with integration to third-party systems (limited to configuration, standard interfaces or data outputs of the tracking system)

Billing of support time in 30-minute increments

Does not include:

Guaranteed response times

Prioritized handling of support requests

Guaranteed appointment availability

Initial system setup, configuration or commissioning

Structured operator or system training

General instruction in diagnostic or troubleshooting methods

On-site services

Remote Technical Support on Demand does not extend or modify the agreed warranty period of 24 months.

Service Conditions

Availability: By appointment

This Service Description is subject to the applicable General Support Conditions.