

# W&H REMOTE SERVICES

We care about quick solutions



## Why Remote Services

Quick action is needed when machine malfunctions occur. On-site service is often not the easiest and quickest solution. **W&H Remote Services** offer effective support from afar.

With the W&H Information and Diagnostic Center (IDC), an experienced team of experts is at your disposal to answer technical questions and addressed issues around the clock and worldwide. Constant availability is ensured by three central locations. In order to ensure the best possible support, all our experts have comprehensive machine know-how and at least five years of practical experience as service technicians or design engineers.

We offer you the right service to suit your needs: Get assistance via our **Service Hotline**, the **Remote Service** and **Visual Assistance**.

## Your advantages

- ✓ Fast and efficient remote support from W&H experts
- ✓ Free 24/7 service hotline
- ✓ Remote service for troubleshooting via direct remote access to the machine
- ✓ Visual Assistance for troubleshooting via live video transmission
- ✓ Minimized unscheduled downtime
- ✓ Reduction of repair and maintenance costs
- ✓ Increased productivity



### Support

- 24/7 availability worldwide
- Contact languages German and English
- Secure connections over the Internet



### Expertise

- 26 experts for extrusion, printing and converting
- At least 5 years of practical experience
- An average of 20 years of practical experience



Find out more about our **REMOTE SERVICES**  
[www.wh.group/int/en/service/support/](http://www.wh.group/int/en/service/support/)

You will find further information  
on the back



# W&H REMOTE SERVICES

Combine the W&H Remote Services for the best possible remote troubleshooting

## SERVICE HOTLINE

Our service hotline gives you direct access to the expert knowledge of W&H. In order to answer your questions and support you quickly and competently if you are having any problems, experienced experts are available directly for competent advice via telephone – around the clock and free of charge! We also assist you in identifying spare parts and ensure the fastest possible delivery in emergency situations.



## REMOTE SERVICE

The remote service enables our experts to connect directly to your machine using modern remote maintenance technologies and view error messages, production parameters and machine settings. Defective parts can thus be identified and problems can be recognized and solved immediately. Over 85 percent of all reported faults are successfully resolved remotely in this way.

## VISUAL ASSISTANCE

You show us what you see and we guide you to fix problems. Visual Assistance offers time-saving features such as streaming live videos and photos, which are processed by our experts in real time to provide you with targeted support. We share our knowledge on the screen and show you what you need to do to solve the problem. You can follow along with every step thanks to the integrated chat feature – the text is automatically translated into the language of your choice.

