



For consistently high productivity

REMOTE SUPPORT & SMART PRODUCTION RELIABILITY

UP TO 80 % FEWER ON-SITE TECHNICIAN ASSIGNMENTS!

Remote machine diagnostics supports the technical service consultant with fault diagnostics and any required fault clearance as well as to prepare for and support on-site service assignments.

- + Online access to applications and operating systems
- + Remote diagnostics for fault detection within the NC and PLC
- + Data transmission to exchange relevant system files directly to the control system
- + Remote administration to eliminate errors
- + Dialog mode for communication

WANT TO CONTINUE TO MAKE USE OF REMOTE MACHINE DIAGNOSTICS
EVEN AFTER YOUR WARRANTY EXPIRES?

Arrange a Remote Support Service Agreement now!



- + 24/7 GROB Service Hotline
- + Flat rate for remote machine diagnostics
- + Spare part delivery the following working day

SMART PRODUCTION RELIABILITY BENEFITS PACKAGE

- + Benefits of a Remote Support Service Agreement
- + Benefits of a Maintenance Agreement
- + **7.0 %** loyalty discount on spare parts
- + **2.0 %** loyalty discount on the hourly service rate

