

WE ARE GLASS PEOPLE



# HEYE REMOTE SUPPORT PACKAGES EXPERTS – ONLY ONE CALL AWAY



HiTRUST

## COMBINE SPEED AND FLEXIBILITY WITH SUPERIOR REMOTE SUPPORT

Specialist knowledge and expertise is necessary to help implementing new technology or processes and to improve production efficiency. The Global Heye Team supports you in your daily work and in emergencies.

- Prompt and direct urgent assistance in the event of malfunctions
- 24/7 emergency hotline
- Increased system uptime paired with shorter downtimes and the resulting cost reductions
- Usage of modern communication technologies
- Reduced need for on-site technician calls

# HEYE REMOTE SUPPORT PACKAGES

## COMPETENT! FAST! DIRECT!

### Passion & Experience: A full range of expert services

In the day-to-day work of a glass plant special expertise is often necessary, not only when production is interrupted but also when new technologies are being implemented or plant performance is being pushed to the next level. Heye offers technical service by Glass People that are highly skilled experts to support its customers in case of any technical problems in the production process.

### Our Remote Services:

- Process trouble shooting
- Advice on parameter setups
- Assistance with repairs
- Software updates and upgrades
- Phone service

### Remote Support Package L\*

100 hours or 12 months (whichever is reached first)

Price: 8.900,- €

### Remote Support Package M\*

50 hours or 6 months (whichever is reached first)

Price: 4.650,- €

### Remote Support Package S\*

25 hours or 3 months (whichever is reached first)

Price: 2.375,- €

Therefore, book your personal **HEYE REMOTE SERVICE PACKAGE** in good time or request your individual offer.

(\*=does not include online training)