



Connecting to your Global Control



Internet



Virtual Service™ Support



VIRTUAL SERVICE™ REMOTE INTERACTIVE SUPPORT

Messer Cutting Systems offers a Virtual Service™ program for all machines allowing our experts to remotely diagnose problems that, in the past, would have required a technician on-site. Virtual Service™ reduces downtime and cost to send a field technician as troubleshooting and applications questions can be handled quickly as the operator watches each step on the control.

FEATURES AND BENEFITS

- **With the push of a button, our team of experts are able to provide remote trouble-shooting, software upgrades and expert assistance when needed.**
- **Messer can provide operator training using Virtual Service™.**
- **Virtual Service™ reduces time to resolve problems.**

SYSTEM DESCRIPTION

With a high-speed internet connection, data being displayed on your Global Control can be viewed by a Messer expert at our facility. Through the vast amount of diagnostic information displayed in the Global Control, like an on-board oscilloscope, Messer can perform remote trouble-shooting and updates to your software as necessary.

REQUIREMENTS

- » High-speed internet connection to the Global Control.
- » One-year subscription included with all applicable new machine purchases.
- » Subscription renewal rate is \$500 per year, provided the customer is part of our Preventative Maintenance Program. Otherwise, the renewal subscription rate is \$1,000 per year.

APPLICATION

Available on all Messer machine models with Global Control^{PLUS} or Global Control^S.

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