



VIRTUAL SERVICE™ REMOTE INTERACTIVE SUPPORT

98% OF CUSTOMER-REPORTED DOWN MACHINES ARE RESOLVED WITHOUT A SITE VISIT.

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

FEATURES AND BENEFITS

- **With the push of a button**, our team of experts are able to provide remote troubleshooting, software upgrades, and expert assistance when needed.

- **Operator training and support** can be provided remotely, using Virtual Service™.
- **Virtual Service™** reduces time to resolve problems.
- **Priority phone support.**

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, including an on-board oscilloscope, Messer can provide remote trouble-shooting and updates to your software as necessary.

REQUIREMENTS

- High-speed internet connection to the Global Control.
- Subscription renewal rate is \$600.00 per year, provided the customer is part of our Preventative Maintenance Program. Otherwise, the renewal subscription rate is \$1,200.00 per year. **

APPLICATION

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

Contact the service department to place your order.

service.us@messer-cutting.com

Phone: 262-532-4639

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* The descriptions, technical data, pricing, and illustrations contained in this document are provided for guidance purposes only and are non-binding.
**The manufacturer reserves the right to make changes to products without notice.

 **Visual Service
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