

VIRTUAL SERVICE™

Remote Interactive Support



SERVICES

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 trouble-shooting, 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 Connect, Global Control^{Plus}, and Global Control^S.

Contact the service department
to place your order.
service.us@messer-cutting.com
Phone: 262-532-4639

* 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.

