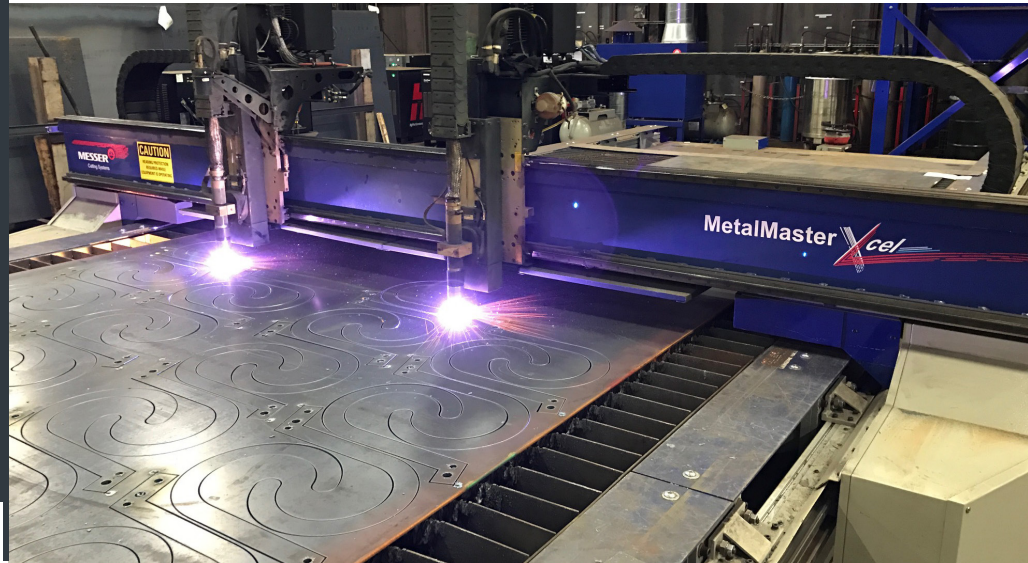


VIRTUAL SERVICE™

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 \$900.00 per year, provided the customer is part of our Preventative Maintenance Program. Otherwise, the renewal subscription rate is \$1,800.00 per year. **

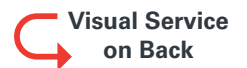
APPLICATION

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

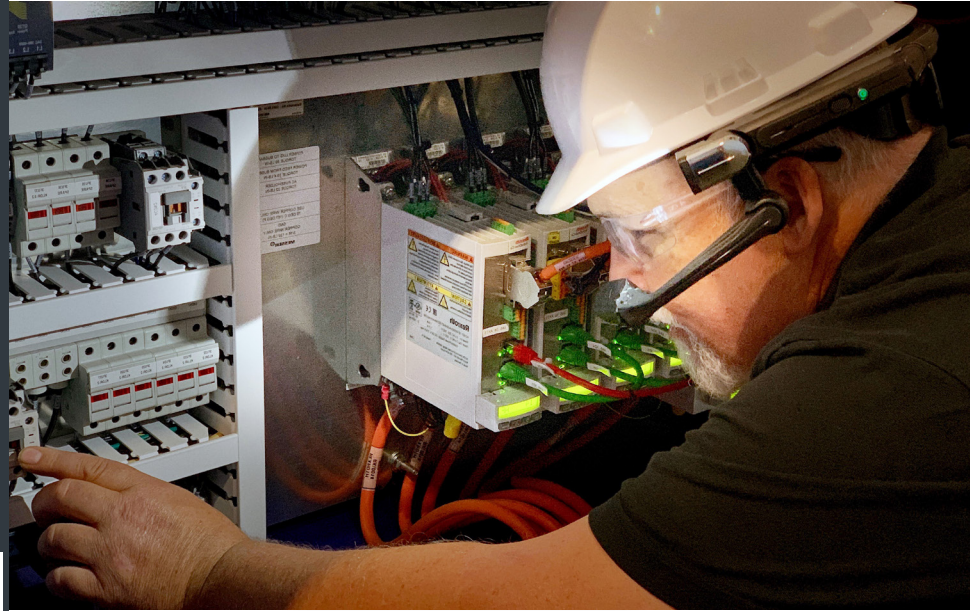
* The descriptions, technical data, pricing, and illustrations contained in this document are provided for guidance purposes only and are non-binding.

**The manufacturer reserves the right to make changes to products without notice.



VISUAL SERVICE

Mobile ready, visual assistance for over the shoulder support.



SERVICES

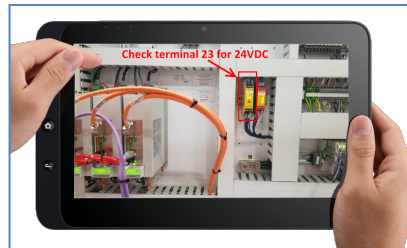
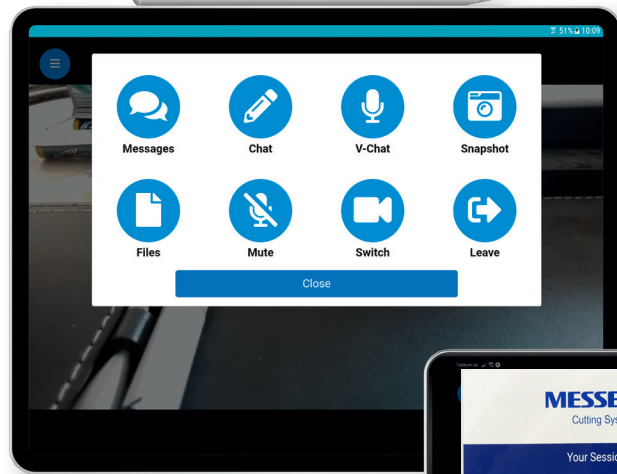
Recovery from unplanned downtime is critical when a system exhibits problems or complete failure. Waiting for a service technician to arrive, even if only a short delay, may not be acceptable especially if the issue can be resolved easily. In addition to using the Global Control as a portal for troubleshooting, adding the sense of “sight” to the troubleshooting process increases first time fix rate and overcomes terminology and language barriers that may exist.

FEATURES AND BENEFITS:

- + Works on smart phones and tablets (iOS or Android) via WLAN, GSM or LTE connection.
- + Adaptive image transmission adjusts automatically to prevailing bandwidth.
- + On screen annotations for additional guidance.
- + Screen sharing for collaboration with technical information.
- + Chat function automatically translates multiple languages.
- + “Smart Glasses” for hands free use. (Compatible not included).

REQUIREMENTS:

- Visual Service is an add-on of \$500.00 of current or active Virtual Service™ contract.**



Messer’s live transmission of annotated screens via tablet or smart phone add the sense of sight to the trouble shooting process.

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

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