

Support and Maintenance

Always there for you

We look forward to discussing your needs:

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Remote support package

The Remote support package provides prompt technical assistance remotely right after the device is delivered.

- **We guarantee availability within 24 hours:** Your request will be processed through the HTI support portal.
- **Access to the HTI support portal:** Simply by scanning a QR code on the device. This allows for quick and uncomplicated access to the support portal.
- **No Installation required:** The support portal does not require a separate app or installation, making it more user-friendly.
- **Operating instructions and documents for download:** All necessary documents, including operating instructions, are available for download on the portal.
- **Creation of a ticket:** You can create a ticket to track your service request seamlessly.
- **The portal provides a chat and video function:** That enables faster problem analysis and more effective problem-solving.
- **Order accessories and spare parts:** Conveniently through the portal.
- **The package includes remote service:** As standard for the first year after delivery of the device.
- **Tracking:** Every device user can check the status of their enquiry at any time.
- **All service activities are recorded**: Including video, to ensure comprehensive documentation.

Maintenance and service package

Ensure optimal performance and reliability of your machine with our comprehensive maintenance and service package.

- **Remote support package:** Includes all basic services included in the Remote Support Package.
- **Annual on-site maintenance:** This service includes an annual maintenance of your device on site, with all travelling expenses included.
- **Inspection for visual defects or damage:** The appliance is inspected for any visual defects or physical damage.
- **Thorough inspection:** The device will undergo a comprehensive inspection and maintenance in accordance with the specified services.
- **Validation of basic functionalities**: Joint review of the basic functionalities of the device in collaboration with you.
- **Detailed maintenance report:** Preparation of a detailed report on the maintenance work carried out.
- **Replacement of wearing parts:** Wearing parts can be replaced after inspection.

For a service agreement, just contact us at: sales@hti-automation.com.