

Annex to the Remote Maintenance of Machines/Lines

- For carrying out a remote maintenance the conclusion of a remote maintenance contract is obligatory.
- Start and end of the remote maintenance is only defined by the Buyer.
- During the remote maintenance a permanent telephonic contact between the technician of the Buyer and the technician of the Seller has to exist.

The procedure of the remote maintenance is as follows:

1. Buyer sends a fax (see attached form) or an e-mail with identical wording to the remote maintenance service of the Seller. With this writing he places the order for a concrete remote maintenance.
2. At the time of the required remote maintenance the Buyer connects the router with his line (plug-in of telephone cable).
3. By means of the NetLink-adaptor Buyer connects the MPI-interface of the PLC at the defective machine with the Ethernet-connection in the control cabinet.
4. After this work has been done, the Buyer contacts the remote maintenance service of the Seller via mobile and will be connected with the service technician in charge.
5. The service technician establishes a connexion to the defective machine and checks it with the assistance of the Buyer.
6. Diagnostics starts in collaboration with both technicians.
7. If the defect was found and if it was possible to eliminate same by a change of program, there are 2 possibilities in line with the Remote Maintenance Contract, chapter 4.2, which have to be discussed case by case:
 - 7.1 With the support of the service technician of the Seller, the Buyer carries out the changes on his own. After a successful test, the Buyer establishes with his system a back-up and sends the project to the Seller via e-mail.
 - 7.2 Changes are carried out online by the service technician of the Seller, with the agreement of the Buyer. After a successful test in collaboration with the Buyer, the Seller establishes a back-up and sends the project to the Buyer via e-mail.
8. If a trouble shooting can only be carried out by manual correction at the machine/line, it has to be clarified whether this will be carried out by the Buyer himself or by a service technician of the Seller at site. In the 2nd case, the Buyer will receive a corresponding quotation.
9. With the agreement of the service technician of the Seller the Buyer declares the remote maintenance finished.
10. The Seller interrupts the telephone connection between the router of the Seller and of the Buyer. The Buyer interrupts the connection between router and telephone line and removes the NetLink-adaptor.
11. The remote maintenance contract must be recorded by both parties, i.e. by Seller and Buyer.