

# TOTALCARE LITE – SERVICE AGREEMENT

	Remote Deliverables	No contract	TotalCare Lite	Price
HOTLINE	Hotline support (8x5) – S (up to 6 Cases)	Written response according to incoming requests	<ul style="list-style-type: none"> <li>• Immediate personal response</li> <li>• Commissioning hints (15-20min)</li> <li>• Documentation service</li> </ul>	1,020 €
	Hotline support (8x5) – M (up to 12 Cases)			2,660 €
	Hotline support (8x5) – L (Unlimited)			6.060 €
	Hotline support (8x5) – XL (Enterprise quota)			on request
SYSTEM SUPPORT	Remote Commissioning	@ Costs	20% Discount	
	Communication interface to 3rd party system e.g., Modbus connection to a customer PLC			
	Special programming of devices e.g., Plant control / Special events / Customized archives			
	Test read outs and archive analysis			
	Connection of 3rd party devices e.g., Link into central remote reading, 3rd party GC on FC1, etc.			
	Plant modernization e.g., All-IP conversion, Product Migrations			
TRAININGS	Trainings (Onsite and Webinars)	@ List Price	20% Discount	

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**PREMIUM TECHNICAL KNOW-HOW AS A SERVICE**

# TOTALCARE LITE – KUNDENVORTEILE

Premium package delivers holistic offer of technical Hotline, telephone/digital Service and Trainings

No queuing up during technical requests and personal attendance (immediate availability of the Hotline)

Packages adapted to individual needs (S, M, L)

## Financial benefits

- on remote support (20% discount on all phone/digital system supports)
- on building technical Know-how (Trainings) – 20% discount on all face-to-face trainings and Webinars

# TOTALCARE LITE – HOTLINE/TROUBLE SHOOTING

## 2 Service models

### Without Service agreement (Base)

- **Hotline availability**
  - Mo-Fr 8-16 o'clock
- **Contact alternatives**
  - Standard e-mail
  - Standard phone number => General voice-mail
- **Feedback**
  - In written form
- **Feedback timing**
  - No time commitment
  - Feedback according to incoming requests

### With TotalCare Lite agreement

- **Hotline availability**
  - Mo-Fr 8-16 o'clock (+ fast-track voice-mail)
- **Contact alternatives**
  - Separate **Premium** e-mail
  - Separate **Premium** phone number
- **Feedback**
  - Personal, qualified feedback, immediate trouble shooting
- **Feedback timing**
  - Immediate feedback (top priority)