

TOTALCARE LITE – SERVICE AGREEMENT

	Remote Deliverables	TotalCare Lite	Price
HOTLINE	Hotline support (8x5) – S (up to 6 Cases)	<ul style="list-style-type: none"> • Immediate personal response • Commissioning hints (15-20min) • Documentation service 	1,554 €
	Hotline support (8x5) – M (up to 12 Cases)		4,053 €
	Hotline support (8x5) – L (Unlimited)		9,503 €
	Hotline support (8x5) – XL (Enterprise quota)		on request
SYSTEM SUPPORT	Remote Commissioning	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)	20% Discount	

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PREMIUM TECHNICAL KNOW-HOW AS A SERVICE