

Rely on expert support anytime, anywhere. With our Remote Services.

Keep your production running – Smoothly. Reliably. 24/7.

You work with state-of-the-art machines and expect nothing less than Peak Performance around the clock. That's where HEIDELBERG Service comes in. Our global Service team is here to ensure your production system operates seamlessly – day and night. Whether you need expert advice by phone or prefer the speed and convenience of internet-based support, we've got you covered.

With HEIDELBERG Remote Services, help is just a click away. Your press's control software allows our engineers to connect directly to your system – securely and on request. From live support and log file analysis to diagnostics and even direct fault resolution, we deliver fast, effective solutions without delay.



	Without Agreement	Remote Agreement
Telephone & Remote Support Get support via telephone and remote sessions with HEIDELBERG experts.	✓ charged per remote session	✓ included
eCall® Click to request priority support directly via the Prinect Press Center®.	✗ not available	✓ included
Video Support Provides additional visual support on the machine during the remote session.	✗ not available	✓ included
Global Expert Network 24/7 24/7 access to worldwide remote support for electrical issues in English and German.	✗ not available	✓ included
Online Training Expand and deepen your employees' know-how through practical online training courses in English and German.	✗ not available	✓ included

Remote Service.

Your benefits.

You can always rely on our expert advice and support for any questions or issues related to machine operation. HEIDELBERG Remote Services will enhance this support even further.

- **Fast and efficient** 24/7 support, and access to the full wealth of HEIDELBERG expert knowledge.
 - **Easy and interactive assistance** from HEIDELBERG experts with video support.
 - **Cost-efficient** problem solving through Remote Service with solving ratios of up to 70 percent.
 - The Online Training sessions, available on-demand at any time, continuously **improves the expertise** of your employees.
 - Benefit from future innovations thanks to a **state-of-the-art** cloud infrastructure.
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HEIDELBERG Service



The largest Service network in the print media industry with locations in

170 countries.

Around **2,300** professional Service experts worldwide.



Comprehensive **Remote Service platform**, including big data analytics engine.

Innovative **Service concepts** geared towards your success.

Contact us for your personal quotation.

Your HEIDELBERG sales representative will be pleased to provide you with comprehensive advice to plan the next individual steps for you.

Find out more about the various product combinations and contract packages within our HEIDELBERG Contracts portfolio:



➔ heidelberg.com/contracts

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