

Next level support.
Remote Service Agreement.



Easy and interactive assistance. Remote Service Agreement.

Specialists from HEIDELBERG are always nearby. 24/7 access to our expert know-how at the push of a button – helping you increase your machine availability.

Fast and efficient service support

Remote service is the fastest and most direct way for you to reach our team of experts to diagnose and correct faults before they result in expensive production interruptions.

With our intelligent eCall® notification service, you can request support from HEIDELBERG® with a simple click on your touchscreen – automatically transferring all relevant data about the issue and your machine to HEIDELBERG Service. Our service expert then receives solution options from our intelligent diagnostic tool and typically calls you within 60 minutes to fix your problem. Nothing happens without your knowledge and the functions can be deactivated at any time.

Maximize your productivity with a Remote Service Agreement

- Available for prepress, press, postpress and packaging equipment capable of remote connection
- Telephone support on software and hardware
- Direct online help in case of operating errors
- Preparation of on-site interventions
- Optional eCall automatic notification service
- Certified ISO/IEC 27001 Security and TRUSTe Privacy
- 24/7 access to our Global Expert Network

Contact us for your personal offer

Find out more about how to combine other products and contract packages from our Print Site Contracts portfolio.

➔ printsitecontracts@heidelberg.com or +1 (800) 437-7388

Discover the benefits.

	Without agreement	Remote Service Agreement*
Telephone & Remote Service† Get support via telephone & web-based remote service sessions with HEIDELBERG experts.	✓ Telephone support only (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.	✗ not available	✓ included
Equipment Status Reports Gain insights into the technical condition of the machine.	✗ not available	✓ included
Online Training Expand and deepen your employee's know-how through practical online training.	✗ not available	✓ included
Print Shop Analytics Upgrade your Remote Service Agreement by adding the optional Print Shop Analytics. Use the Performance Reports to analyze and compare your machine's performance, and get advice from PAT, the digital performance advisor, on how to unlock further potential.	✗ not available	● optional

OFFERED WITH HEIDELBERG
CUSTOMER PORTAL

WITHOUT Remote Service:
Downtime of 24 to 48 hours
+ travel costs = **\$7,600 to \$14,800**

WITH Remote Service:
Downtime of 15 minutes
+ travel costs =

\$75 

*Several features are only available for press equipment. Please contact us directly to confirm your equipment is applicable.

†Please note, web-based remote service is only available for prepress, press, postpress and packaging equipment capable of remote connection.

Good advice cuts cost. Peace of mind with less downtime.

Increase your profits, decrease your downtime.
With a Remote Service Agreement, we are able to service
your machine remotely and diagnose problems faster.



90%

workflow problems resolved
within Customer Portal



70%

machine problems
fixed remotely



50%

faster response
time with eCall

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If you are running a 24/7 operation, HEIDELBERG's Remote Service Agreement is a must. Make an eCall any time, night or day, and someone will get back to you. **Press downtime is expensive and the Remote Service Agreement keeps it to a minimum.**

Dale Rackers
Modern Litho
Jefferson City, MO
United States



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