

KOENIG & BAUER

Select Remote Maintenance Contracts

Your Reliable
24/7 Support



we're on it.

Problem Solving Around the Clock

Fast – Secure – Reliable



24/7 Support
Without Detours

When every minute counts, we are there for you: 24/7 support directly from the control center, via phone, web or email.

We solve almost 80 % of all cases directly via remote maintenance without a technician visit, without delay.



Maximum security

Our secure VPN connection enables immediate analysis. This gets your printing or coating system back up and running in the shortest possible time – without compromising data security.

Live on the scene: Visual Service Support

Bring our experts directly to your side via live video! With a smartphone or tablet, show our experts what you see and get immediate help with analysis and troubleshooting. Step by step, as if we were on site.

PressCall*: Report errors in seconds

With PressCall*, you can report errors directly from the machine control station – it doesn't get any faster! All necessary data is automatically transmitted. No searching, no explaining: Our experts take care of your request immediately.

*Available for MetalStar 3 & 4

For further information, please contact the service department at Koenig & Bauer MetalPrint by mail to: service-metalprint@koenig-bauer.com or by phone on: +49 711 699 71-300.

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The Select Remote maintenance agreement – Advantages at a glance:

- 24/7 support:
 - PressCall* directly from the control console (*for MetalStar 3 & 4)
 - Web form: <https://metalprint.koenig-bauer.com/en/support>
 - Email: service-metalprint@koenig-bauer.com
 - Phone: +49 711 699 71 699
- Direct dialogue with experienced Koenig & Bauer experts
- Interactive live support with Visual Service Support (live video & chat)
- Fast, straightforward troubleshooting
- Fixed prices instead of unexpected costs
- Less downtime, more productivity

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