

KOENIG & BAUER

Special offer
get up to 9 months free

Koenig & Bauer MetalPrint

Select Remote service module

Your reliable
24/7 support



we're on it.

Expert problem-solvers available around the clock – by phone and online

You can contact our hotline at any time of the day or night, either by phone or by e-mail. Our remote maintenance experts are able to call up diagnostic, software and control data via a direct online link. Almost 80% of all cases are solved successfully by remote maintenance. This means that your printing or coating line is back in full production as quickly as possible, without the need for a technician to attend in person.

It goes without saying that the online link via VPN guarantees maximum data security through special hardware encryption measures. In this way, our remote maintenance experts can secure fast and cost-effective access to your installed machines.

When every second counts: Fast interactive assistance via Visual Line Support

Modern augmented reality technologies bring intelligent support directly to the mobile device in your pocket (smartphone or tablet). Through our new interactive live video tool Visual Line Support, our remote maintenance specialists have exactly the same view of your machine as your local technician and can thus provide optimum assistance and instructions to analyse and rectify problems. At the same time, your technician can communicate directly with the remote specialists by phone or chat – all from any point on the actual production line, without needing to interrupt work.

Simply contact the customer service office at:

Koenig & Bauer MetalPrint GmbH
T +49 711 699 71-300
service-metalprint@koenig-bauer.com
metalprint.koenig-bauer.com



Select Remote service package: Your reliable 24/7 support for decisive time and productivity gains

Due to current circumstances: Opt now for the Select Remote module and receive free remote services for up to 9 months!

Decide now for a Select Remote contract

- at an annual fee of 6.600 EUR per line
- Term until Dec. 31, 2021
- The period until Dec. 31, 2020 is already included in this price

The Select Remote service module

- 24/7 remote service availability +49 711 699 71-699
- Direct communication with an expert from Koenig & Bauer
- Interactive live video support directly on your mobile device with Visual Line Support
- Fast and uncomplicated problem solution via remote maintenance
- No unplanned costs thanks to an attractive flat rate
- Significant time and productivity gains

All prices are subject to the addition of value-added tax at the legally stipulated rate. This special offer cannot be combined with any other promotions, discounts or rebates and is subject to change without further notice. Errors and omissions excepted.

Valid until December 31, 2020

04/2020-en
© Koenig & Bauer MetalPrint GmbH, Stuttgart