



# Remote Service Always there for you. At any time and place.

## Highly efficient: The UNITED GRINDING Remote Service Package

Remote Service offers prompt, system-specific support by service experts: efficiently and with a high level of security.



## Save time and money

With UNITED GRINDING Remote Service, time and cost-intensive faults or downtimes can be minimized.

Your machines and systems are your capital. In order for your company to operate effectively, the value chain must work smoothly. Prompt, system-specific support by specialists is more important than ever today: Complex systems and rising cost pressures require optimized availability and quick service.

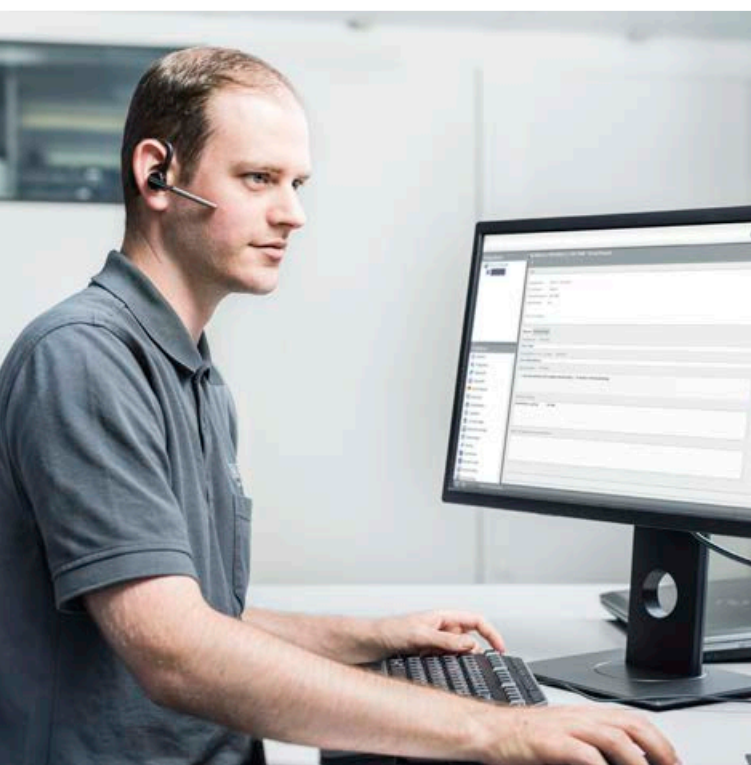
With Remote Service we offer a comprehensive solution for optimal support of your machines. Secure Internet connections enable expert support with just one click – without any travel times. With Remote Service you will increase the efficiency of your production.

## Remote Service STANDARD

- Qualified remote maintenance
- Professional online support by service experts
- Transmission of relevant data such as machine condition, alarm and error log files automatically with service request
- Secure communication platform and certified VPN connection
- Simple integration into existing IT infrastructure (LAN)
- Documented connections with logbook

### Your advantages:

- Irrespective of time and place: direct and straightforward support
- Easy service request through the service portal or APP
- Personal exchange with our service experts
- Analysis and troubleshooting by service experts via remote access
- Online exchange via Conference Center
- Increased availability of your system
- Minimization of downtimes
- Reduction of waiting times







## Remote Service PREMIUM

All services in accordance with Remote Service STANDARD.

In addition:

- Guaranteed response time of 2 hours\*

### Additional advantages

- Even faster intervention by our service experts
- Immediate confirmation of message receipt
- Improved response and solution time

\*During the normal business hours of the Customer Care Organization responsible for the specific market.



## Your data in safe hands

The most important feature of Internet-based connections is security. UNITED GRINDING Digital Solutions is a TÜVIT certified Trusted Product. TÜVIT certified hardware and software: Secure products and systems you can rely on.



Do you have any questions?  
Please contact us.

---

Make sure that you have the right Remote Service product.  
Give us a call. We will be glad to advise you.

**Mägerle AG Maschinenfabrik**

Fehraltorf, Switzerland  
Tel. +41 43 355 66 00  
customer@maegerle.com

**Blohm Jung GmbH**

Hamburg, Germany  
Tel. +49 40 7250 02  
customer@blohmjung.com

**Blohm Jung GmbH**

Göppingen, Germany  
Tel. +49 7161 612 0  
customer@blohmjung.com

**Fritz Studer AG**

Thun, Switzerland  
Tel. +41 33 439 11 11  
info@studer.com

**Schardt Mikrosa GmbH**

Leipzig, Germany  
Tel. +49 341 49 71 123  
customer@schardtmikrosa.com

**Walter Maschinenbau GmbH**

Tübingen, Germany  
Tel. +49 7071 9393 0  
customer@walter-machines.com

**Ewag AG**

Etziken, Switzerland  
Tel. +41 32 613 31 31  
customer@ewag.com

**United Grinding North America, Inc.**

Miamisburg (OH), USA  
Tel. +1 937 847 1234  
customer@grinding.com

**United Grinding India GmbH**

Bangalore, India  
Tel. +91 80 3025 7600  
customer@grinding.in.ch

**United Grinding (Shanghai) Ltd.**

Shanghai, China  
Tel. +86 21 3958 7333  
customer@grinding.cn