

Gallus Remote Support



- **Goal**

- Keep the press operation to continue production

- **Services**

- Hotline phone support for operational and troubleshooting questions
- Remote log-in possibilities into the press software



Gallus Remote Support*: Description of services



Description	Classic	Plus	Premium
• Free of charge phone hotline for production support during business hours	✓	✓	✓
• Remote log-in functionalities for detailed status analysis and remote operation support	✓	✓	✓
• 24/7 availability with charge of case flat rates and hourly rates for calls beyond business hours		✓	
• 24/7 availability free of charge also for calls beyond business hours			✓

* Available for Gallus TCS 250, Gallus RCS 330/430 and Gallus EM 340/410/510 S