

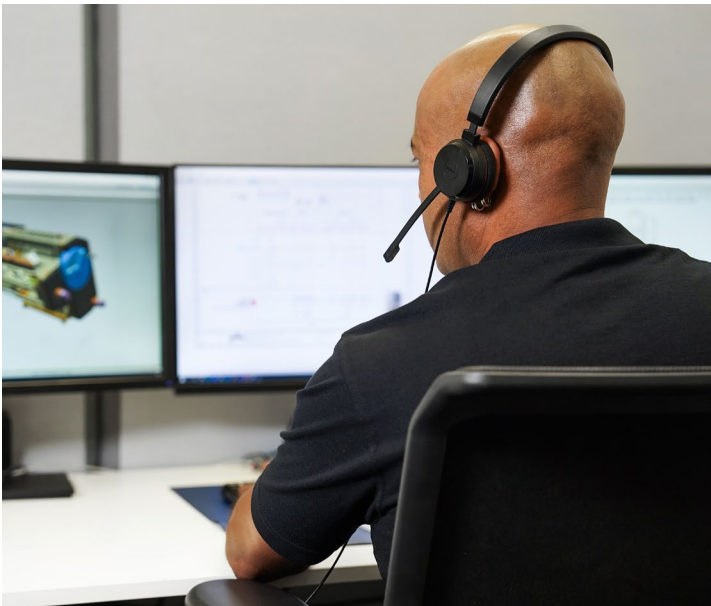
# Your press, our promise

## Gallus' Remote Support

Whenever help is needed and valuable production time is at stake, you can easily contact the Gallus experts on the Gallus general helpdesk number. After carefully listening to the operator's description of the problem, a thorough analysis is performed, using remote log-in support functions if required.

### Guaranteed production security

The main objective is to keep your production up and running. Depending on the cause of the problem and the onsite possibilities with regard to materials and expertise, appropriate corrective action is then taken. Experience shows that at least limited production can continue in most of the cases.



### Service overview for Gallus' conventional presses

Service included	Classic	Classic plus*	Optimo	Premium
Free of charge phone hotline for production support during business hours (CET / CEST)	✓	✓	✓	✓
Remote log-in functionalities for detailed status analysis and remote operation support	✓	✓	✓	✓
Monday to Friday during extended office hours from 6am to 10pm		✓	✓	✓
24/6 availability for calls beyond business hours (CET / CEST)				✓

\*Only for customers outside CET / CEST

### Availability / Reaction time / Priority

Parameter	Classic	Classic plus*	Optimo	Premium
Availability (CET / CEST) for system support	Monday to Friday during office hours from 8am to 5pm	Monday to Friday during extended office hours from 6am to 10pm	Monday to Friday during extended office hours from 6am to 10pm	Sunday 7pm until Saturday 7pm
Reaction time (hours)	6 hours	6 hours	4 hours	2 hours
Priority	3	3	2	1
Support level recommended for	Single-shift operation	Single-shift operation	Two-shift operation	Three-shift operation

## Supported machine types

Parameter	Classic	Optimo	Premium
Gallus ECS 340	✓	✓	✓
Gallus EMS 430	✓	✓	✓
Gallus TCS 250 v2 & v3	✓	✓	✓
Gallus RCS 330 R1	✓	✓	✓
Gallus RCS 430	✓	✓	✓
Gallus Labelmaster	✓	✓	✓
Gallus EMS (others than EMS 430)	✓		
Gallus EM 280 v3	✓		

### Machine types supported by remote service

For the indicated machine types, Gallus offers Remote Support Service contract possibilities. Depending on production date and version different service levels are available.

## Communication paths

Within the availability time of the according service level, customers have direct access to the Gallus Helpdesk.

### During business hours

During regular working hours, contract customers are greeted personally by the helpdesk coordination desk who records the case and connects a customer with the next available service technician to offer support.

Point of contact	Contact Information	Needed information
Local HEIDELBERG subsidiary	Find your contact: <a href="https://www.gallus-group.com/en/gallus-worldwide">https://www.gallus-group.com/en/gallus-worldwide</a>	<ul style="list-style-type: none"><li>• Machine system</li><li>• Serial Number</li><li>• Contact person</li><li>• Brief description of the problem</li></ul>

### Outside business hours\*

Outside regular working hours customers are routed through our ACD (Automatic Call Distribution) System to the next available service technician.

Point of contact	Contact Information	Needed information
Gallus Helpdesk Coordination Desk	Phone: +41 71 242 88 45	<ul style="list-style-type: none"><li>• VIP-Code</li><li>• Machine system</li><li>• Serial Number</li><li>• Contact person</li><li>• Brief description of the problem</li></ul>

\*Applies for Classic plus, Optimo and Premium customers

For more detailed information please contact your local HEIDELBERG subsidiary.

### Publishing information

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### Production note

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