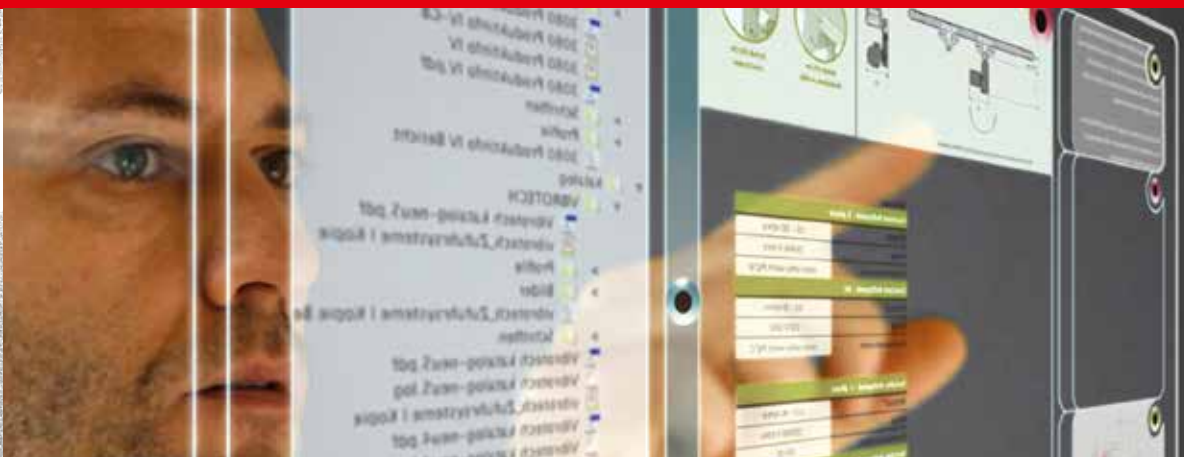


@SERVICE

Remote maintenance with VPN technology



Remote service technology

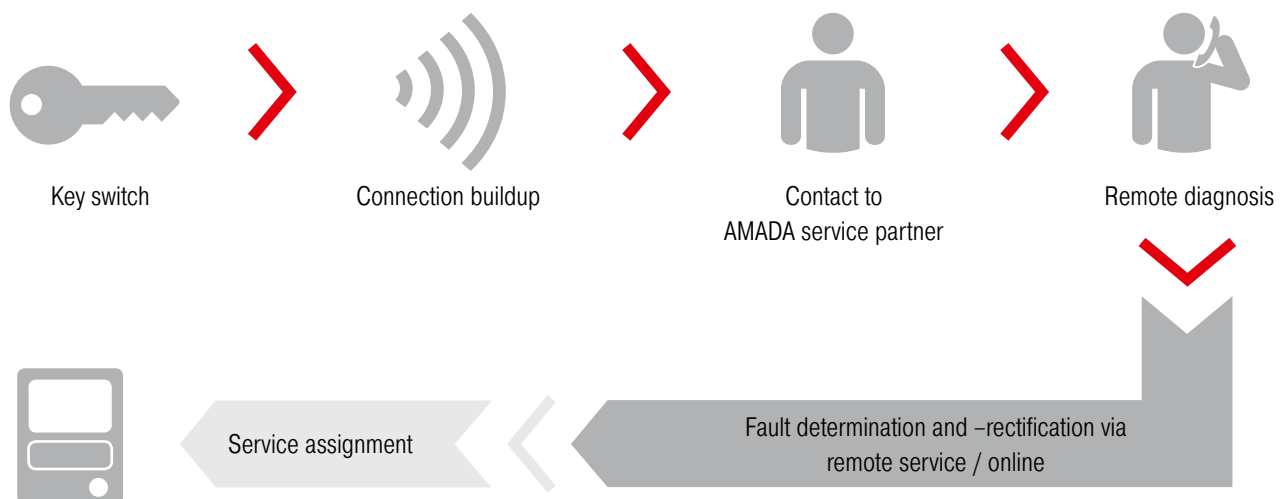


@SERVICE

Ideal machine availability by safe remote maintenance and diagnosis

AMADA @SERVICE is a location-independent remote service technology via VPN connection between AMADA machines and AMADA service centers.

After successful contacting by the operator the @SERVICE supports you with the diagnosis of machine faults or failures and offers you ideal support to increase your machine availability. For maximum machine availability AMADA suggests regular and preventive remote maintenance.



Remote service start

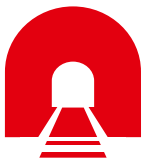
By the use of a key switch at your AMADA machine a connection buildup happens. You decide when the connection is made, because the approval can only be done by you on-site. After the activation you call your AMADA service partner.

The AMADA service network

After the connection buildup the AMADA service expert sees all the relevant data of your machine on his screen. Without being on-site it's easy to detect the cause of the issue. Most errors can be removed immediately that way. Furthermore required spare parts can be identified during the remote diagnosis, their availability can be checked and spare part deliveries can instantly be arranged.

- Immediate removal of faults
- Implementation of system diagnosis
- Alignment of parameters
- Software settings or import software updates



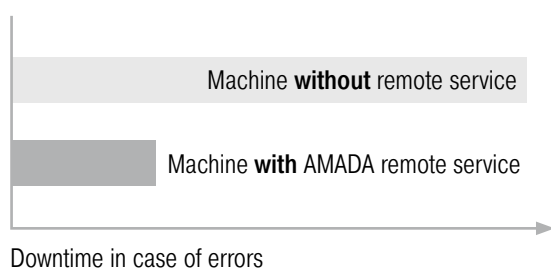


VPN technology

The VPN technology (virtual private network) is an international standard for bug- and tamperproof communication. The data connection takes place over a VPN tunnel and ensures a safe connection at any time.

Minor downtime in case of errors

AMADA @SERVICE increases the availability of your machine distinctly: The remote service mostly requires only a minor expenditure of time and prevents unnecessary waiting periods and down times.



Advantages of the AMADA @SERVICE

- Easy handling
- Control over remote maintenance via key switch
- No sophisticated IT infrastructure but easy integration for machine remote maintenance
- Safe VPN data connection
- Cost optimization for service and machine maintenance
- Minimization of down times
- Quick diagnosis in case of machine errors
- Remote maintenance including software-updates
- Optimization of machine and program parameters
- Retrofittable at any time

Service Advice

- The @SERVICE contract can also be combined with other service contract modules
- The @SERVICE is available for many AMADA machines
- Service hotline: all service numbers are listed on the back page of the prospect

AMADA Service-Hotline

Monday – Friday 7:00 – 17:00 h

- Press brakes | Bending robot | Scheers
- Laser machines | Puch-Laser-Combination
- Punching machines
- FMS | Automation
- Software-Service
- Service-Fax

Service hotline

+49 2104 2126-268
+49 2104 2126-272
+49 2104 2126-255
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