





CONiQ® Assist Remote Services Program

Upgrades, repair, replacement and commissioning



-  **Phone Support**
-  **Remote Connection**
-  **Video Support**
-  **Mixed Reality Interaction**

Schenck Process is ready and available to support you in keeping the availability of your equipment up-and-running by providing remote support at any time of the day. Please get in touch with our Service Experts for: **process consulting, troubleshooting, commissioning support or technical training.**

Ensure the safety of your employees through our **CONiQ® Assist Remote Services Program**. As the OEM and process experts, we can knowledgeably guide your O&M team utilizing the smart camera of the RealWear HMT-1 voice-enabled headset or from your cell phone. The on-site situation is transmitted in real time to our expert service technicians. You will have confidence that your maintenance team is compliant with the highest safety standards.

Standard On Call Support	Advanced On Call Support	Premium Support
<p>Included:</p> <ul style="list-style-type: none"> • Access to a qualified Schenck Process technician via phone/email • Support from a pool of on-call service technicians • 24/7 phone support hotline • No contract period <p>Available but not included:</p> <ul style="list-style-type: none"> • CONiQ Assist support call • Service call report • CONiQ Assist hardware • PASS Inspection service trip 	<p>Included:</p> <ul style="list-style-type: none"> • Access to a qualified Schenck Process technician via phone/email • Dedicated service contact (8a-5p, M-F) • 24/7 phone support hotline • Annual contract of support hours • Dedicated CONiQ Assist software license • Semi-annual CONiQ Assist check • Service call report for each support call <p>Available but not included:</p> <ul style="list-style-type: none"> • CONiQ Assist hardware • PASS Inspection service trip available at a discounted rate 	<p>Included:</p> <ul style="list-style-type: none"> • Access to a qualified Schenck Process technician via phone/email • Dedicated service contact (8a-5p, M-F) • 24/7 phone support hotline • Annual contract of support hours • Annual on-site visit • Dedicated CONiQ Assist software license • Quarterly CONiQ Assist check • Service call report for each support call • Annual review of service support activities • PASS Inspection service trip <p>Available but not included:</p> <ul style="list-style-type: none"> • CONiQ Assist hardware

We are ready to support you remotely without compromising safety, speed, or efficiency.

Contact us today for hardware requirements and pricing.



Schenck Process LLC
 +1 (816) 891-9300
 www.schenckprocess.com
 americas@schenckprocess.com