

# Instrumentation Support

## Technical support packages for Endress+Hauser instrumentation

### Benefits

- Reduce unexpected downtime
- Reduce maintenance staff efforts
- Save costs of field service visits and instrument returns
- Increase your instrumentation expertise
- Access to the Endress+Hauser knowledge base



Instrumentation support provides the necessary help from Endress+Hauser experts who address technical inquiries on instruments and processes in a timely manner.

In the event of an incident or unexpected downtime, our experts are available to get you back up in running quickly. They are able to perform remote diagnostics, troubleshoot your instrumentation and guide you through service operations. Visual support for fast remote diagnostics is available through live video transmission.

With the customer support portal, you gain access to a growing knowledge base on Endress+Hauser instruments and applications such as service operations for immediate self-service.

You can create, update and manage your support cases and track service incidents online. The Endress+Hauser Instrumentation Support service offering guarantees expedited response times to ensure you are quickly supported when you need it the most. Obtain the most value out of your instruments and processes to maximize your business outcomes.

## Benefits

- Ensure the availability of your plant and reduce unexpected process downtimes
- Reduce maintenance staff efforts, as the support is provided remotely
- Save costs of unplanned field service visits and reduce the carbon footprint implied by outsourced diagnostics and repair
- Improve your own expertise on instruments and applications with access to the Endress+Hauser knowledge base and direct support from experts

## Instrumentation Support Offering

Explore the range of options and choose the plan that best fits your needs.

Final Proposal	Essential	Plus
Online access to Endress+Hauser knowledgebase	✓	✓
Request for support via...	online and phone	online and phone
Response to support request via...	email	email and phone
Technical support availability (hour/day)	8 h/5 d	8 h/7 d
Committed first response time*	48 h	4 h
Visual support via Smartphone		✓
Remote support via FieldXpert**		✓
Visual remote commissioning support***		✓
Fee	Free of charge	Paid

\* during business hours  
\*\* or camera enabled device with configuration software  
\*\*\* max. 2 instruments per year, if preconditions are met

Please contact your local sales representative for more information on Instrumentation Support.

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