

Maintenance plans

SILVER

GOLD

PLATINUM

SILVER plan

Included in the plan we offer:

Ordinary maintenance

N°10 hours/year of remote support with Sw
«SUPREMO»

In addition:
Preemption with intervention in the next 48 hours*
in case of «Request for Extraordinary Intervention»

Extra special discount of «+3%» on the price of
spare parts already reserved for you

Extra special discount of «15%» on the price of END-
USER working hour price.

Duration of contract: 2 years

Quarterly payment

*Except for unavailability of spare part

Ordinary maintenance Periodic maintenance plans

ACTIVITY	DENSO 4 AX	DENSO 6 AX	HYUNDAI	TIMING
1. Back-up of the project controller				
2. Back-up of the project controller - MAINTAINER level				
3. Check emergency button operation				
4. Check fan controller operation				
5. Verification of clamping robot fixing screws to the base				
6. Buffer batteries replacement on controller and robot arm				
7. Update date battery replacement				
8. Check and cleaning of the controller				
9. Cleaning/replacement of air filters on controller				
10. Check of the status of belts and pulleys on robot arm				
11. Check of the efficiency or air leaks on robot internal EV				
12. Check mechanical games on joints				
13. Check engine brake efficiency				
14. Check for water/oil/dirt in arm housings				
15. Check for noise or abnormal behavior during the aut cycle				
16. Verification of the status and greasing of the internal cable				
17. Z-axis greasing				
18. Error-log file analysis and operation-log for troubleshooting				

Silver Plan



SupRemo

Why Supremo

It is SIMPLE: Supremo does not need any configuration of the firewall/router. Connect to a remote PC in few seconds

It is SMART: Supremo can handle multiple screens and/or resolutions and allows you to transfer files in both directions

It is SECURE: the data stream is encrypted with AES 250-bit algorithm while a password generated at each connection protects the host PC

It is SUPREMO: the best software to give remote support entirely developed in Italy

GOLD plan

Included in the plan we offer:

- What included in Silver Plan
- REMOTE ASSISTANCE SYSTEM TOSIBOX®
- FIRST IN THE WORLD – Patented System *

* Installation system with fixed single tariff

TOSIBOX®



High performance

- Massive VPN throughput for data consuming applications, end-to-end encryption between TOSIBOX
- Up to 50 concurrent VPN connections

Reliability

- Integrated WiFi as connectivity method or access point for wireless devices on site
- Built-in LTE modem (optional), with two modem variants covering most of the globe – no external modem needed
- Dual-SIM slots for operator redundancy allows for even more reliable connectivity
- TosiOnline™ automatic reconnection of dropped connections

Industrial design

- 2/2 x Digital I/O for controlling and monitoring of Lock status
- Robust and fanless enclosure, integrated DIN rail bracket and industrial screw-on DC power connector



Simple



Secure



Modular



Timeless



Unique

PLATINUM plan

Included in the plan we offer:

- What included in Gold Plan

- Remote Support with R.A.*

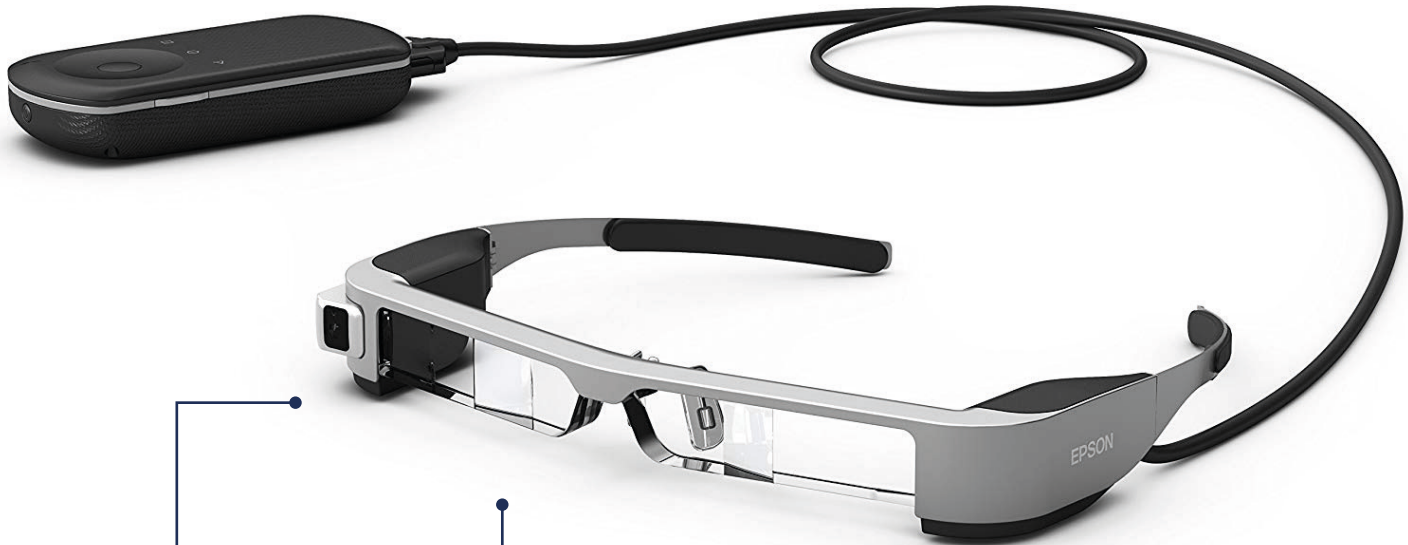
* Installation system with fixed single tariff



Technology and simplicity

1.

The Pad connected via Wi-Fi or Bluetooth allows you to make the call to the Supporter and receive assistance



The front projector allows the customer to view all the PDF documents and the Chat that the Supporter will send

2.

The customer frames the Matrix code through the front camera to authenticate and activate the support request

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S E R V I C E

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