

support package „standard“



KEBA - MNr. 77191

1. support-hotline:

- * technical assistance via telephone or e-mail for adjustment, operation, maintenance or analysis of errors at the KEBA-automation-solutions, including the documentation.
- * available from Monday to Friday, 7am - 5pm (CET)
- * analysis of the KEBA-statusreport and technical advices
- * advice and create of software-updates, if possible
- * advice for spare parts
- * coordination of spare-part deliveries and on-site-service
- * activity starts immediately after your call (guaranteed response-time for 4h at user problems)

2. remote-service directly to the control

3. Access to the KEBA-online-documentation in german and english language

4. On-site-service: If required, an experienced technician will do the technical assistance with you directly at the machine

5. hour deposit: 10h for support-hotline and remote-service

6. Annual payment

support package „professional“



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1. support-hotline:

- * technical assistance via telephone or e-mail for adjustment, operation, maintenance or analysis of errors at the KEBA-automation-solutions, including the documentation.
- * available from Monday to Friday, 7am - 5pm (CET)
- * analysis of the KEBA-statusreport and technical advices
- * advice and create of software-updates, if possible
- * advice for spare parts
- * coordination of spare-part deliveries and on-site-service
- * activity starts immediately after your call (guaranteed response-time for 4h at user problems)

2. remote-service directly to the control

3. Access to the KEBA-online-documentation in german and english language

4. On-site-service: If required, an experienced technician will do the technical assistance with you directly at the machine

5. Spare part- and repair-handling directly with the manufacturer of the control

6. hour deposit: 30h for support-hotline and remote-service per moth

7. Annual payment

support hour deposit optional



support hour deposit
Increase your hour deposit of 10h

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You can increase the hour deposit of your “support package professional“ or „support package basic“ optional at any time of 10h.