

Remote support*²

Supporting you as if we were in front of you!

1. Goal:

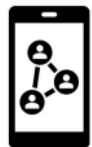
The goal is to give an immediate and efficient support for troubleshooting to a customer by accessing at distance through ours secured remote tools.

2. Technical requirements:

Device connected to the internet network (Wi-Fi, Ethernet, 4G)

3. Scenario

- 1 The customer asks for a remote assistance by phone or mail. Polysoude and the customer agree on time for a connection.
- 2 At the appointed time, Polysoude technician calls the customer and gives the connection code (1 single use code per machine)
- 3 The customer allows for the connection to ours remote tools.
- 4 At this point, the Polysoude technician can start the checks.



4. Operating condition

- Assistance to be planned after a first contact with the after-sales expert and to define the appointed time
- Expertise and analysis based on information shared by customer
- Remote assistance is triggered to respond to machine, use and programming issues
- Assistance from 9-12AM to 2PM-4PM French time (Monday to Friday) basis
- In case of connection problem, Polysoude reserves the right to stop the remote
- Assistance only possible in English or French language
- An on-site intervention could be necessary after the diagnose established, by the Polysoude expert.
- Polysoude Expert can interrupt the remote assistance in case of impossibility to achieve the repair due to a lack of parts, too important damage requiring huge repairs



5. Reserve:

A remote assistance cannot resolve 100% of the issue.

By allowing connection, customer gives authorization to Polysoude for remote access to the equipment*. In order to prevent any security problems, a person from customer site named as responsible for such operations must be in front of the equipment at any time during each remote support operation. Customer remains always responsible for the local situation/ movements of the machine

The local customer technician can interrupt at any time via remote pendant/ emergency stop the process.

The remote support cannot replace neither proper training of operators and people in charge of maintenance nor proper preventive maintenance work to be done at regular intervals on the equipment. Customer must be dully trained on Polysoude machine or having good maintenance background

**Storage of visio-expertise data: As part of the visio-expertise, media (photos or videos) will be recorded.*

**In accordance with the Data Protection Act (Fr), when starting the video-expertise you will receive a browser pop-up window to authorize access to your device's microphone and camera.*

**² Yearly remote contract 14h or 4h*