



Hapa Remote Service

Hapa Remote Service enables our technical support team to connect directly to your Hapa system or provide expert support through augmented reality, guaranteeing safe and efficient communication, fast troubleshooting and cost savings. Experience so far shows that about 80% of issues could be solved by our Hapa Remote Service.

HAPA REMOTE SERVICE PROVIDES

- Remote access to machine network (panel, PLC, headboard) for diagnosis and troubleshooting
- Remote support of local technician through augmented reality
- Connection as-needed through customer-controlled access
- Highest security level through outbound encrypted connections and zero footprint
- Session activity log for audit trail
- Access to a wider range of Hapa experts

YOUR BENEFITS

- Improved diagnostics with Senior Engineer
- Faster reaction time and increased first call resolution
- Increased machine uptime
- Ensuring business continuation
- Following audit and compliance requirements
- Cost savings and lower ecological footprint due to less travel

Hapa Remote Service – live support

There are two ways our Hapa Remote Service can be used:

METHOD 1: MACHINE CONNECTIVITY

Remote support to machine hardware via secure internet connection.



METHOD 2: PEOPLE CONNECTIVITY

Digital assistance for operators and maintenance team via live video call with Hapa service engineers (Mixed Reality).



REMOTE SERVICE PACKAGES

Hapa Remote Service packages are available per customer and the hours can be used for both, remote machine connection and/or remote people support, for any machine on that site.

Package	Starter Fee in CHF	Hrs. Included	Coverage
Silver	5.000	10	8 h/5d
Gold	7.000	20	8 h/5d
Platinum	10.000	40	8 h/5d

Average connection time is 3 hours. Remaining package time has no expiry date. If a company (debtor) has several sites in the same region the hours can be used for any of them. Prices do not include VAT.

Available on working days: Monday - Friday, Working time: 08:00 - 17:00 CET; Excluding Legal Holidays: Christmas 24. - 26.12., New Year's Eve 31.12., New Year's day 01.01., Easter Monday and Labor day 01.05.

Offer not available in Denmark, Sweden and Norway.

Please contact us whenever you are ready at + 41 43 399 32 00 or service-sales@hapa.ch.

We are happy to give you further details and support you during initial tests and set-up of the tool.

HAPA AG

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