

Remote Support

PivaCare Remote Support is round-the-clock operating support service, which guarantees you the availability of an expert in weekdays between 6 and 21 Finnish time (UTC + 2). During other times the service call will be documented in our e-mail system. This way our experts will be able to start solving your problem immediately in the next morning of normal workday and contact you personally.

Benefits:

- Immediate parameter setup via Remote Connection (when available)
- Assistance in adjusting machine parameters when Remote Connection not available
- Assistance in part programming
- Quick answers in FAQ type questions
- Troubleshooting (program, electrical, mechanical)
- Support for preventive service personnel
- Speeding the Spare Parts service outside of the office hours (6-21, Finnish time UTC+2)

No monthly fees - Pay just for the use

Remote Service Inquiry - Faster troubleshooting

CALL +358 19 4274 050

EMAIL service@pivatic.com

REQUEST PRICES AND ASK MORE INFO

www.pivatic.com



PivaCare Extended Remote Support (optional)

Remote control device for PLC and Safety PLC direct connection is installed to the electric cabin. This requires factory internet or mobile internet connection to function.

Remote control device allows our engineers to solve larger variety of issues concerning PLC & machine program. It also gives us the possibility to do remotely changes to the machine program in case of production changes, without sending an engineer on site.

CONTACT:

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