



Always there  
for you.

**Bühler automation**

**24/7 support. For maximum availability of machines and systems.**

To keep your production up and running at all times, it is essential that all systems and machines, including automation tools, operate reliably and with maximum efficiency. Thanks to

quick response times and competent support staff, our 24/7 customer service resolves technical problems quickly, reducing the downtimes of your equipment to the absolute minimum. You can choose between three service packages:

	<b>Service without a contract</b>	<b>Standard contract</b>	<b>Premium contract</b>
<b>Hotline</b>	Bühler hotline +41 44 557 83 10	Your own hotline number	
<b>Remote access</b>	Bühler standard	Bühler standard	Individual service package – with your own personal contact partners and remote access. The Premium agreement contains an individually arranged number of support hours.
<b>Response time</b>	During office hours: 1 hour Monday to Friday, 8 a.m. to 5 p.m. outside of office hours: 2 hours	During and outside of office hours: 1 hour	
<b>Annual costs</b>	–	4,500.00 CHF/year	
<b>Basic package</b> (outside of office hours)	300.00 CHF for the 1 hour	–	<b>Contact us:</b> automation.vn@buhlergroup.com
<b>Fees</b>	225.00 CHF/hour	175.00 CHF/hour (The package includes 5 hours of support)	

“Thanks to Bühler’s 24/7 support, I can be sure that any problems will be resolved quickly and that my production will operate at maximum capacity and with maximum efficiency.”

Joe Bloggs, customer

**Advantages at a glance:**

- Maximum availability of machines and systems
- 24/7 support with quick response times
- Competent technical support
- Service packages for every requirement

## Help us to help you.

To help us provide you with fast, targeted support in resolving problems with your machines, systems and automation tools, you should read the following

instructions. This will ensure that our support experts have all the necessary information to provide you with the support that you require.

### Please follow the 3 steps below:



#### Gather information

- Company name, responsible member of staff, phone number, email address, machine number, serial number, diagram number
- Problem description:  
When was the first time that the problem occurred? What did you do to resolve the problem?
- Prepare remote access:  
Remote Tool with connection details, internet connection

#### Inform Bühler customer service

Send an email with the information gathered to [1234@buhlergroup.com](mailto:1234@buhlergroup.com). Our support experts will contact you during office hours.

In case of a serious emergency, call us on **tel. +41 44 557 83 10** with the following information at the ready:

- Brief description of the problem
- Photos, videos and screen shots

#### Resolve the problem

Follow Bühler customer service's instructions. If you need to check or test something, please inform the support staff.

#### Disclaimer:

Bühler Uzwil office hours are Monday to Friday, 8 a.m. to 5 p.m. (CET), excluding public holidays.

#### The following rates apply for the support hotline:

Support outside of Bühler Uzwil office hours: Basic package CHF 300.00 for up to and including 1 hour, each additional hour started CHF 225.00

Support during Bühler Uzwil office hours: CHF 225.00 for each hour started.

Support during and outside of Bühler Uzwil office hours with a support contract: CHF 175.00 for each hour started.

**If you require more information or have any questions, please contact us at:**

Bühler automation

[automation.vn@buhlergroup.com](mailto:automation.vn@buhlergroup.com)

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