



HOTLINE & REMOTE SUPPORT 24/7

Safety and maximum
system availability

ANDRITZ

Rapid assistance. Direct contact. Anytime.

Quick, easy and always here for you –
with the service that customers want today.



**"You can count on us –
wherever and whenever
you need it."**

TORSTEN PETRICK
Executive Vice President
Head of Division Service

Fast, reliable and available around the clock. Our support is here for you worldwide – when it really matters.

OUR PHILOSOPHY

For us at ANDRITZ Schuler Service, service is an expression of an attitude: no matter which system you work with, we are reliably at your side throughout its entire service life – with great services, a global presence and fast response times. We do everything we can to ensure that you can produce efficiently and successfully – whenever you need it. This is service made for you.



Our services tailored to your needs.

Our Hotline & Remote Support is precisely tailored to your requirements – for rapid assistance, maximum efficiency and minimum downtime.

OUR GOAL: MAXIMUM SYSTEM AVAILABILITY

Whether by phone, cell phone or secure VPN connection: with our Remote Support, you get assistance quickly. This means that 90 % of faults can be efficiently rectified remotely. A special benefit: our digital solutions such as Schuler Connect. Thanks to modern tools such as video transmission, smart devices and data glasses, we can even take a live digital look at your system when needed – for targeted support in real time and future-proof, networked service.



INTERNATIONAL HOTLINE LOCATIONS.

One central phone number and e-mail address per region! For guaranteed simple communication in the local language.

FIND OUT MORE

Scan the QR code and
find out more online!



MORE THAN 15,000 SERVICE TICKETS PROCESSED.

On site for you worldwide.

Hotline & Remote Support

As individual as your service requirements. From one-time fast and direct assistance through our call-by-call service via our PRE-PAID 25 billing model and 24/7 hotline contract – with our support solutions, you are always well taken care of.



1

CALL-BY-CALL SUPPORT: FOR ACUTE CASES – IMMEDIATE AND FLEXIBLE.

- Telephone support via our Remote Center (Mon–Fri, 07:00–17:00)
- No contractual obligations – just call
- Remote support via certified VPN access or smart devices



2

PRE-PAID 25 MODEL: FOR GREATER FLEXIBILITY WITH COMPLETE COST CONTROL.

- Pre-book 25 hotline units for flexible use
- Remote support via the Hotline Remote Service Center (Mon–Fri, 07:00 – 17:00)
- Remote support via certified VPN access or smart devices
- Overview of credit balances and consumption available online at any time



3

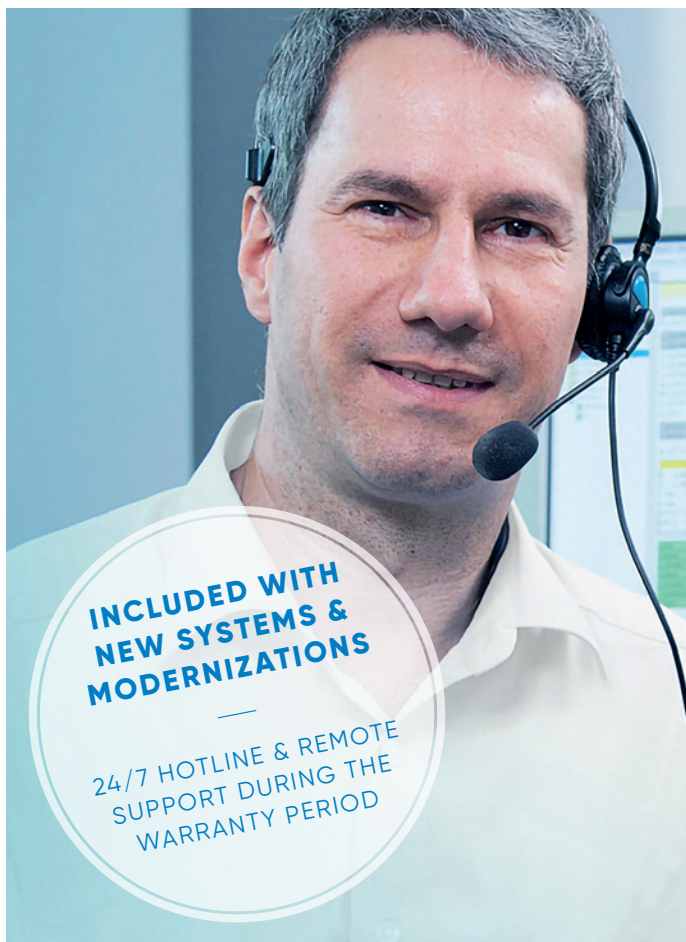
24/7 HOTLINE & REMOTE CONTRACT: OUR MOST-EXTENSIVE SUPPORT PACKAGE – EXCLUSIVELY FOR YOU.

- 24/7 availability on 360 days of the year
- 24/7 remote support via the Hotline Remote Service Center
- Priority access to the Service Center
- Remote support via certified VPN access or smart devices
- Personal support and service history
- Planning certainty thanks to fixed conditions



SCHULER CONNECT: THE REMOTE SUPPORT MODULE VIA SMART DEVICES.

- Real-time support via smart devices such as smartphones, tablets or smart glasses
- Live viewing of system data and statuses by our experts via an audio and video connection to the highest security standards – fast, efficient and independent of the location
- Can also be used for products from other manufacturers: system-independent support with maximum flexibility



YOUR BENEFITS

- Fast troubleshooting through direct online remote access to the system
- Available 24/7 worldwide depending on your choice of module
- Increased machine availability and productivity
- Reduction of repair and maintenance costs
- Avoiding the use of service technicians
- Maximum security and highest data protection standards

CALL-BY-CALL SUPPORT

Rapid assistance with acute problems – without any contractual obligations. In the event of faults, you will receive direct telephone support from our experts. Simply call us when you need help – weekdays from 07:00 to 17:00.

PRE-PAID 25 MODEL

Flexible support with complete cost transparency. Pre-book 25 hotline units and use them as and when you need them – without any contractual obligations. You always have an overview of your credit balance and, at the same time, benefit from priority access to our remote support.

24/7 HOTLINE & REMOTE CONTRACT

Guaranteed around the clock – for maximum system availability. The exclusive service contract gives you access to our Hotline & Remote Support at any time – 24 hours a day, 7 days a week. Benefit from rapid,

direct assistance from our specialists, priority processing and predictable conditions – worldwide and reliably.

SCHULER CONNECT: A MODULE FOR MAXIMUM EFFICIENCY FROM THE METRIS DIGITAL SOLUTIONS RANGE.

With Schuler Connect, press users can network with the Hotline Remote Service Center via smart devices. The exchange is possible via VPN access, the Connect app or smart glasses. Our employees in the Service Center virtually switch into the camera's field of vision using smart glasses. System data can be exchanged in real time via video and voice information. Faults are viewed, evaluated and rectified in record time.

WE KEEP OUR PROMISE.

This is service made for you.

Your direct line to the solution.

With Schuler Connect you minimize downtime and reduce your costs.

COMMUNICATION VIA SMART DEVICES

Schuler Connect is part of the digital Metris Suite – the platform for intelligent services, data analysis and system networking. Press users connect with the experts at ANDRITZ through smart devices. System data can be exchanged directly via images or video sequences. Once you have given your approval, remote access is also possible via a certified VPN connection to resolve problems directly or initiate further measures as required.

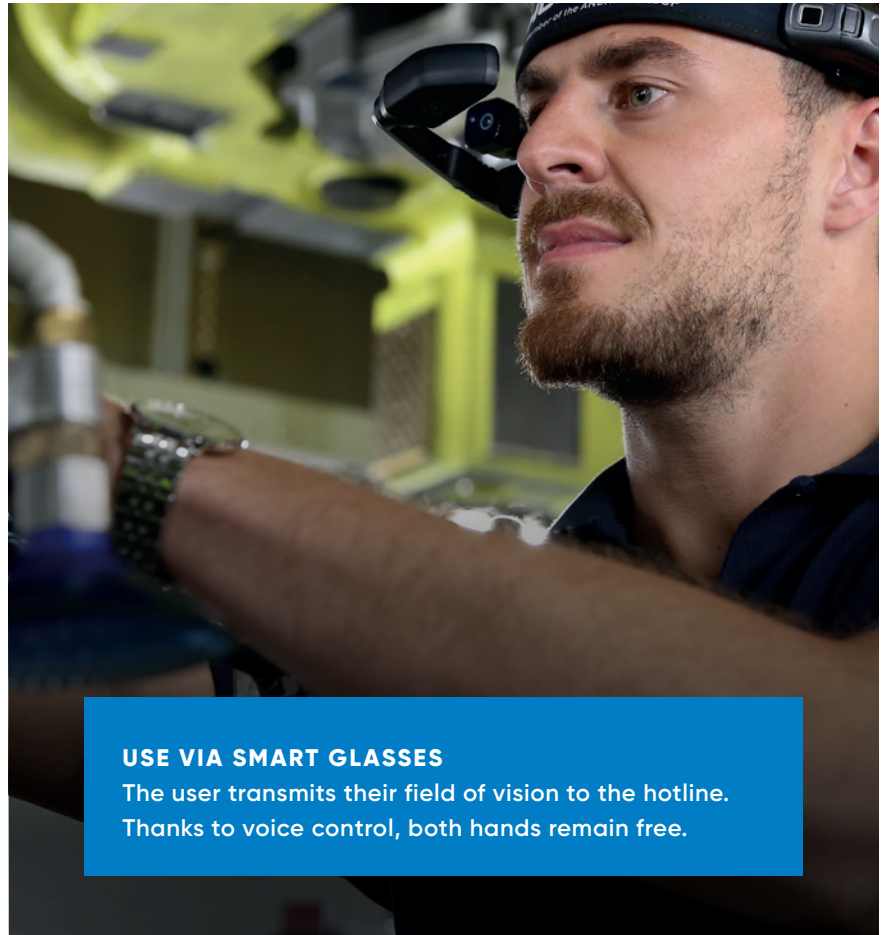
SCHULER CONNECT APP

If there are no data glasses available, the Connect app on a smartphone or tablet also allows you to transmit image and video data – for almost the same range of functions as with smart glasses.



STATE-OF-THE-ART REMOTE SOLUTIONS FOR MAXIMUM EFFICIENCY.

Hotline and remote support, supported by smart devices, reduces machine downtime and minimizes technician visits – saving time and significantly reducing your costs.



USE VIA SMART GLASSES

The user transmits their field of vision to the hotline. Thanks to voice control, both hands remain free.

Smartglasses enable real-time error analysis – with a direct view into your system by our experts.

YOUR BENEFITS AT A GLANCE

- Quick problem analysis thanks to live data and image transmission
- Intuitive, user-friendly use of digital tools
- Shorter response times and reduced downtime costs
- Location-independent remote support – even for systems from other manufacturers
- Service for hydraulic and mechanical systems and operating personnel
- Access to extended expert knowledge (e.g. design or quality assurance)
- Highest security and data protection standards



Your service team at your side.

Efficient, reliable and always available for you – for maximum system availability.



**DO YOU REQUIRE FAST SUPPORT?
WE ARE HERE WHEN YOU NEED US.**

Simply choose the solution that best suits your needs and benefit from our 24/7 Hotline & Remote Support.

If you need rapid assistance remotely or would like advice, we would be happy to hear from you.

P: +49 (0) 71 61 66-1400
hotline_rsc@andritz.com



**WANT TO KNOW MORE
ABOUT OUR SUPPORT?**

Scan the QR code and
find out more online!



THE ANDRITZ SCHULER COMPETENCE

Offering customized cutting-edge technology in all areas of forming – from the networked press to press shop planning. In addition to presses, our products include automation, dies, process know-how and service for the entire metalworking industry. Within the ANDRITZ Metris platform, we combine digital solutions for networking forming technology and develop them continuously to further improve line productivity and availability. For battery production in gigafactories, we provide equipment and service in many process steps specially for cell assembly and formation. Our customers include automotive manufacturers and suppliers, as well as companies in forging, household appliance and electrical industries.

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