

FORMING THE FUTURE



## HOTLINE & REMOTE SERVICE **PREPAID**

FLEXIBLE, FAST AND EASY

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**SCHULER** 

Member of the ANDRITZ GROUP

# THE SCHULER HOTLINE & REMOTE SERVICE CENTER. FIRST RATE SERVICE.

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## **YOUR CENTRAL CONTACT PERSON IN THE EVENT OF FAULTS.**

The Hotline & Remote Service Center (RSC) is the central point of contact for our customers in the event of technical faults.

Thanks to the hotline services via phone and email, we are able to minimize costly system downtimes. Using remote access via a secure VPN connection, we are able to diagnose our customer's systems and directly resolve most faults.

## **YOUR ADVANTAGES**

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- Immediate assistance in the event of technical faults with an up to 80% resolution rate
  - Increased system availability and shorter downtimes
  - Fewer and more comprehensively prepared deployments of technicians on site
  - Identification of required replacement parts
  - Smooth processes thanks to improved information
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# HOTLINE & REMOTE SERVICE PREPAID.

## FLEXIBLE, FAST, EASY.

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### **SCHULER PREPAID. DIGITAL SERVICE MANAGEMENT.**

Our prepaid solution gives you the flexibility to manage your service requirements and provides an overview of your credit balance and current usage – on your PC, tablet or cell phone.

### **YOUR ADVANTAGES**

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- Service provision without timely inquiries, quotations, orders
  - No separate contract required
  - Applicable to servo presses, electrical, mechanical and hydraulic systems, and automation
  - Machine-independent for all registered systems
  - Digital wallet with current credit balance on your smartphone or tablet
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# THE RIGHT PACKAGE FOR EVERYONE.

## THE PREPAID SOLUTION.

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TOP UP YOUR CREDIT ONLINE

<https://schulergroup.loyserv.com/>



PACKAGE WITH  
25 UNITS\*

### THE PREPAID SOLUTION FOR SCHULER SERVICE.

After a one-off registration, you can top up your service unit credits online. You then have immediate access to our service via your new digital customer card in the event of technical faults. This eliminates time-consuming inquiry, quotation and ordering processes. No separate contract is required. That saves time and shortens the downtimes of your system.

#### BUSINESS HOURS

MONDAY-FRIDAY  
7:00 AM - 5:00 PM CET

No flat-rate case fee during business hours. For calls outside business hours, three additional units will be deducted from your credit as a flat-rate case fee.



\* 1 unit = 30 minutes. Our general terms and conditions apply.  
See <https://schulergroup.loyserv.com/>

# YOUR PREPAID PORTAL. FROM REGISTRATION TO BOOKING.

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## HERE'S HOW EASY THE PREPAID SOLUTION IS.

1. You register once in the prepaid portal.
2. We send you an email with a confirmation link.
3. After confirmation you will receive a customer number and card number.
4. You will also receive a login in a separate email.
5. Using your login (card number + personal password), you are taken to the Info Center – anytime, anywhere!
6. There you can book units and view your credit balance.

# THE WALLET FUNCTION. EVERYTHING AT A GLANCE VIA SMARTPHONE.

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## FOR iOS MOBILE DEVICES AND ANDROID.

A so-called "Wallet" can be created on iOS devices via a QR code. Simply scan it from your laptop or PC using your iPhone or iPad.

Users of Android devices require an app that can be downloaded via Google Play Store, e.g., the "Walletpasses" app.

# AFTER THE SUPPORT. DEBITING IN THE PORTAL AND SUPPORT REPORT AS PDF.

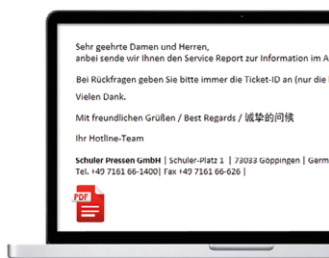
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## PAYMENT AND COMPREHENSIVE REPORT.

Once the support case is closed, the units used are deducted from your credit balance. The new credit balance is transferred to your digital card. You are in full control.

You will receive a case report via email (PDF file). If you have any further questions, you are welcome to contact us and quote your support ticket ID.



HOTLINE & REMOTE SERVICE  
PREPAID.

MORE INFO ON THE WEB!

<https://schulergroup.loyserv.com/>

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