

Service & Support Agreement

BioPAT® MFCS 4



Benefits

- Efficient technical support and troubleshooting
- Quick response time
- Reliable system performance

Product Information

Our Service & Support Agreement ensures the most efficient performance of your BioPAT® MFCS 4 software and offers the highest level of protection for your critical process equipment.

Your Service & Support Agreement Includes All of the Following

- Direct access to our Service Team for Troubleshooting
- Fixed response time¹
- Remote desktop assistance²
- Downloads of product updates³
- Downloads of security updates³

Reaction Time Commitment

Technical help-desk response within the next business day¹ and priority on-site support.

On site repair

Labor costs repair – 10% Discount

Travel costs repair – 10% Discount

Your direct link to our Service Team

[Enter Applicable Service Contact](#)

¹ Business days: Mon-Fri (8 a.m. – 5 p.m.) excluding holidays, support in English language.


² Please note the support service is limited to 10 hours per year

³ The implementation | installation of updates on the Customer's system is not covered by this Contract. For the avoidance of doubt, upgrades to the software are not part of the Services. The Contractor provides the updates exclusively via the Internet.

The provisions of this Service Data Sheet shall prevail over the Terms and Conditions in the event of any divergences between the two documents.

Germany

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 For further contacts, visit
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