



RemoteCare.

Secure operation.

Bühler is your solution partner just a click away. RemoteCare adds the possibility to service you in times of unprecedented breakdowns, increase uptime and secure operation. In this rapidly changing world, we are here to give you remote, high-quality support in your moment of need without traveling to your site. Together we partner in saving travel time, costs and CO₂ emissions.

The RemoteCare service is aimed at keeping your production running, with minimal downtime and swift handling of unforeseen breakdowns. To aid this efficiently, our Bühler specialists will support you within a maximum response time of 8 hours*. In case the problem cannot be solved remotely, an adequately qualified Bühler Expert will be ready to go on-site within one working day.



8 h

Expert response within 8 h,
*7am – 5pm CET Mo-Fr



Up to +5 %

Increase equipment
availability



Up to -30 %

Save travel costs and CO₂
emissions



150 years

On-job
knowledge sharing



RemoteCare packs - tailored to your needs!

In order to fully support your specific needs - you have the choice between the following options.

	No contract	Pay per use – contract	All in – contract
Coverage Monday – Friday 07:00-17:00 CET*	X	X	X
Max. 8 hours response time during working hours		X	X
Access to qualified Bühler Wafer specialist	best effort	X	X
Priority response		X	X
Remote Automation Connection (SECOMEA)	X	X	X
Remote Support Software	X	X	X
Annual Line Audit			X
Priority deployment for on-site engineer			X
Pricing	<ul style="list-style-type: none"> • € 250 per call + € 50 per 15 min 	<ul style="list-style-type: none"> • € 250 per call + € 50 per 15 min 	<ul style="list-style-type: none"> • Wafer Top Line: € 6,900 p.a. • Wafer Performance Line: € 5,600 p.a. • others: € 2,800 p.a.
Line activation of SECOMEA	€ 600	€ 300	X

* Austrian public holidays are excluded.



FHW Franz Haas Waffelmaschinen GmbH
 AT-2100 Leobendorf, Austria
 service-sales.bhwl@buhlergroup.com

Bühler AG
 CH-9240 Uzwil, Schweiz
 www.buhlergroup.com

