



24-hour helpdesk

Expert support around the clock

PRODUCT AND SYSTEM SUPPORT

SICK
Sensor Intelligence.



Product description

SICK is there to provide expert support by phone within a set response time – including assistance with technical issues and analysis of errors affecting devices or systems. Additional services are also available, such as remote support. This provides access to the customer's system and makes it possible to perform advanced diagnostics as well as gain an insight into the progress of error states. When customers sign up for a 24-hour helpdesk contract, they can choose between a helpdesk service that is accessible five, six, or seven days a week.

At a glance

- Helpdesk during office hours (8/5) or outside office hours (24/5, 24/6, 24/7)
- Trained staff to provide support during troubleshooting and when replacing components
- Advanced customer-specific system documentation, including customer-specific history
- Optional: Remote support

Your benefits

- No worries: Helpdesk experts can be reached via an exclusive helpdesk number
- No delays: Unexpected system statuses are evaluated as soon as they occur and are not left until the next day
- A structured approach: Efficient communication is achieved by having project-specific documentation in place
- A tailored approach: Each helpdesk contract is customized for the customer
- The remote support option creates a dramatic reduction in downtimes and provides a quicker method of identifying a solution

Ordering information

Additional services → www.sick.com/24-hour_helpdesk

Product area	Brief description	Range of services	Availability	Response time	Type	Part no.
Flow measurement instruments, Gas flow meters, Flow Computer	Expert telephone support during office hours. Technical support and fault analysis over the phone and remote access.	Technical clarification over the phone and remote maintenance	Mon-Fri, 9:00 am to 5:00 pm	By agreement	8/5 helpdesk with remote support	1615347
	Expert telephone support during office hours. Technical support and fault analysis over the phone.	Technical clarification over the phone	Mon-Fri, 9:00 am to 5:00 pm	By agreement	8/5 help desk	1615346
	Expert telephone support outside office hours. Technical support and fault analysis over the phone.	Technical clarification over the phone	Mon-Fri, 24-hour service	By agreement	24/5 helpdesk	1615344
			Mon-Sun, 24-hour service	By agreement	24/7 helpdesk	1615342
	Expert telephone support outside office hours. Technical support and fault analysis over the phone and remote access.	Technical clarification over the phone and remote maintenance	Mon-Fri, 24-hour service	By agreement	24/5 helpdesk with remote support	1615345
			Mon-Sun, 24-hour service	By agreement	24/7 helpdesk with remote support	1615343

Product area	Brief description	Range of services	Availability	Response time	Type	Part no.
Gas Analyzers, Dust Measuring Devices, digital analyzer solutions, Air quality measuring devices, smoke detectors, visual range measuring devices, overheight detectors	Expert telephone support for a technician on site during office hours. 8/5 Help Desk support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.	Technical clarification over the phone and remote maintenance	Mon-Fri, 9:00 am to 5:00 pm	By agreement	8/5 Help Desk with remote support	1611589
	Expert telephone support for a technician on site during office hours. 8/5 Help Desk support includes assistance with technical issues and analysis of faults affecting systems over the phone.	Technical clarification over the phone	Mon-Fri, 9:00 am to 5:00 pm	By agreement	8/5 Help Desk	1611590
	Expert telephone support for a technician on site outside office hours. 24/5 Help Desk support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.	Technical clarification over the phone and remote maintenance	Mon-Fri, 24-hour service	By agreement	24/5 Help Desk with remote support	1611206
	Expert telephone support for a technician on site outside of-	Technical clarification over the phone	Mon-Fri, 24-hour service	By agreement	24/5 Help Desk	1680639

Product area	Brief description	Range of services	Availability	Response time	Type	Part no.
	technician on site outside office hours. 24/7 Help Desk support includes assistance with technical issues and analysis of faults affecting systems over the phone.	tion over the phone				

Product area	Brief description	Range of services	Availability	Response time	Type	Part no.
System solutions	Expert telephone support. 24/5 support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.	-	Monday to Friday 0:00 AM - 12:00 PM. Deviations may arise due to local, cultural or other regulatory requirements (e.g. public holidays).	Best possible call return time or according to agreed specification.	24/5 help desk with remote support for systems	1611504
	Expert telephone support. 24/6 support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.	-	Monday to Saturday 0:00 AM - 12:00 PM. Deviations may arise due to local, cultural or other regulatory requirements (e.g. public holidays).		24/6 help desk with remote support for systems	1611505
	Expert telephone support. 24/7 support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.	-	Monday to Sunday 0:00 AM - 12:00 PM. Deviations may arise due to local, cultural or other regulatory requirements (e.g. public holidays).		24/7 help desk with remote support for systems	1611506
	Expert telephone support. 8/5 support includes assistance with technical issues and analysis of faults affecting systems over the phone and remote access.	-	Monday to Friday 8:00 AM - 5:00 PM. Deviations may arise due to local, cultural or other regulatory requirements (e.g. public holidays).		8/5 help desk with remote support for systems	1611507
	SICK LIFETIME SERVICES SICK Mon-Fri, 24-hour service	-	-		-	24/5 help desk for systems

SICK AT A GLANCE

SICK is one of the leading manufacturers of intelligent sensors and sensor solutions for industrial applications. A unique range of products and services creates the perfect basis for controlling processes securely and efficiently, protecting individuals from accidents and preventing damage to the environment.

We have extensive experience in a wide range of industries and understand their processes and requirements. With intelligent sensors, we can deliver exactly what our customers need. In application centers in Europe, Asia and North America, system solutions are tested and optimized in accordance with customer specifications. All this makes us a reliable supplier and development partner.

Comprehensive services complete our offering: SICK LifeTime Services provide support throughout the machine life cycle and ensure safety and productivity.

For us, that is “Sensor Intelligence.”

WORLDWIDE PRESENCE:

Contacts and other locations –www.sick.com