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From
Telephone

Service Rates and Conditions Remote Assistance (RA) 2023



What is Remote Assistance ?

Remote Assistance offers direct access to an experienced Pon Power Engineer that can offer you remote technical support. This support can be trouble shooting, technical assistance during maintenance work or any other technical support that you need. When needed a video meeting can be initiated. For this an internet connection and mobile device (phone, tablet or laptop) is needed.

What are the rates for Remote Assistance ?

Service rates

Remote Assistance Support for one year (per engine): **€ 999,-**

Need to know more about Remote Assistance ?

Please check our website at <https://www.pon-cat.com/remote-assistance>
Contact your account manager to learn more.

Disclaimer

Remote Assistance offers advice based on the information provided by the customer and knowledge and experience of the Pon Power Engineer. However the customer remains solely responsible for the execution of the advice onboard / onsite. This includes taking safety measures according to industry-standards and communicating when it is unclear what to do.