

Smart Support

Technical support packages for Endress+Hauser instrumentation

Customer benefits

- Reduce unexpected downtime
- Reduce maintenance staff efforts
- Save costs of field service visits and instrument returns
- Increase your instrumentation expertise



Smart Support provides the necessary help from Endress+Hauser experts who address technical inquiries about instruments and processes in a timely manner.

In the event of an incident or unexpected downtime, our experts are available to get you back up and running quickly. They are able to perform remote diagnostics, troubleshoot your instrumentation and guide you through service operations. They can also offer live video transmission or screen sharing for efficient support sessions whenever needed.

You get dedicated access to a growing knowledge base on Endress+Hauser instruments, applications and service operations for immediate self-service or to improve your skills.

You can create, update and manage your support cases and track service incidents online. There are customized service level agreements with guaranteed availability, response times and remote connectivity options available to best fit and accommodate your needs. Obtain the most value out of your instruments and processes to maximize your business outcomes.

Endress+Hauser technical support packages

Smart Support is available in different support plans designed to keep your instruments operating at optimal performance. Explore the range of options and choose the plan that best fits your needs. Contact Endress+Hauser Ireland today for information on availability, pricing and additional information.

Smart support by Endress + Hauser

Smart Support - Package option

	Basic	Plus	Premium
Online access to Endress+Hauser knowledge base	Basic	Extended	Extended
Request for support via...	Online & Phone	Online & Phone	Online & Phone
Response to support request via...	Phone & Email	Phone & Email	Phone & Email
Technical support availability (h/d)	8/5	8/5	8/5
Committed 1st response time***	48h	5h	3h
Visual support via smartphone		✓	✓
Remote support via FieldXpert**			✓
Visual remote commissioning support*			2 x Devices
Pricing	Free of charge	€ 1000	Request a quote

Unlimited users & Instruments !

*max 2 instruments per year, if preconditions met
 **or camera enabled device with configuration software
 ***8am to 5pm GMT

Dedicated access to knowledge base

Expert knowledge base available 24/7 for immediate self-service or to improve skills.

Request support online & via phone hotline

Support requests can be made online with a personal account or by calling the local sales center.

Technical support availability and priority callback

Availability of technicians and guaranteed response time from experts agreed in the contract

Visual support via live video transmission

Possibility of using live video transmission with a smartphone to perform fast remote diagnostics and troubleshooting (provided with Sightcall, a visual support app).

Remote support via screensharing

Screensharing with Endress+Hauser configuration tool Field Xpert (or any customer tool) to provide support with direct access to the device. Especially designed to guide remotely during commissioning phase or replacement of device.

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