



OCS EMERGENCY

Equipped for action

First of all, we make sure that we have made careful preparations for potential problems and set up an action plan in case something should happen to your system. In the event of something unforeseen happening through, for example, handling errors, external influences or other damage we make sure to get the system up and running as soon as possible. Furthermore, we make a basic analysis of what has happened and how it should be prevented from happening in the future.

Emergency in brief:

- International customer service in English (partly German)
+46 33 23 09 00 and service@ocs.se
- Breakdown management and on-site fault analysis including 8D cause analysis.
- Identification and elimination of weak points.

SERVICE PACKAGE AGREEMENT OCS EMERGENCY SERVICE

Dedicated phone number to OCS and guaranteed support directly by OCS personnel. This ensures your priority with each case.

OCS Customer service:
+46 33 23 09 00 and service@ocs.se.

Troubleshooting via telephone, VPN, TeamViewer or other agreed connection.

Mechanical and PLC issues are included. MES/SCADA systems have separate conditions.

Customer support available in English and Swedish, partly German.

Pre-conditions:

- Functional internet connection to the control system
- System PLC software for PLC and possible application software must be available on a server
- Administration and possible software updates are managed and paid by the customer.

PAYMENT TERMS

Payment terms according to OCS Consultancy Agreement.

Service Contact

Mr. Lars Stensson
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service@ocs.se

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Not included in this package (to be offered separately)

- Mechanical and electrical spare parts
- Hardware control system
- Cleaning of the system during inspection / maintenance
- Consignation stock
- OCS DC system support
- First line PLC support