

Qlar



Expert Remote Support

Always there. Anytime. Anywhere.



Driving **circular**
transformation



Supporting your service requirements – beyond limits

Stay connected to the expertise you need, no matter where you are. Our remote support services ensure fast, reliable assistance to keep your operations running smoothly. From process consultation and real-time troubleshooting to proactive monitoring, we're here to minimize downtime, optimize performance, and help you stay ahead – anytime, anywhere.

Using secure digital tools, our experts connect directly to your systems to diagnose issues, provide guidance, and implement solutions in real-time. With advanced mixed-reality technology, remote access, video support, and data analysis, we deliver fast, effective support – enabling our specialists to see what you see and guide you step-by-step without the need for on-site visits.

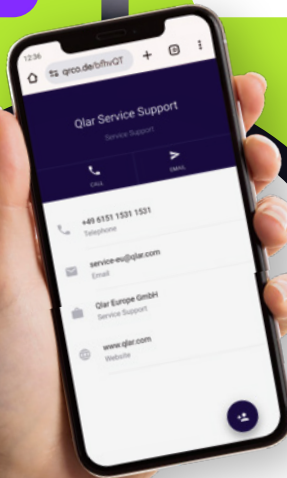
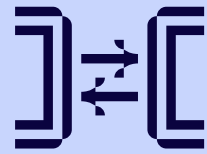
Minimize downtime.

Optimize performance.



Phone support
24/7 expert
availability

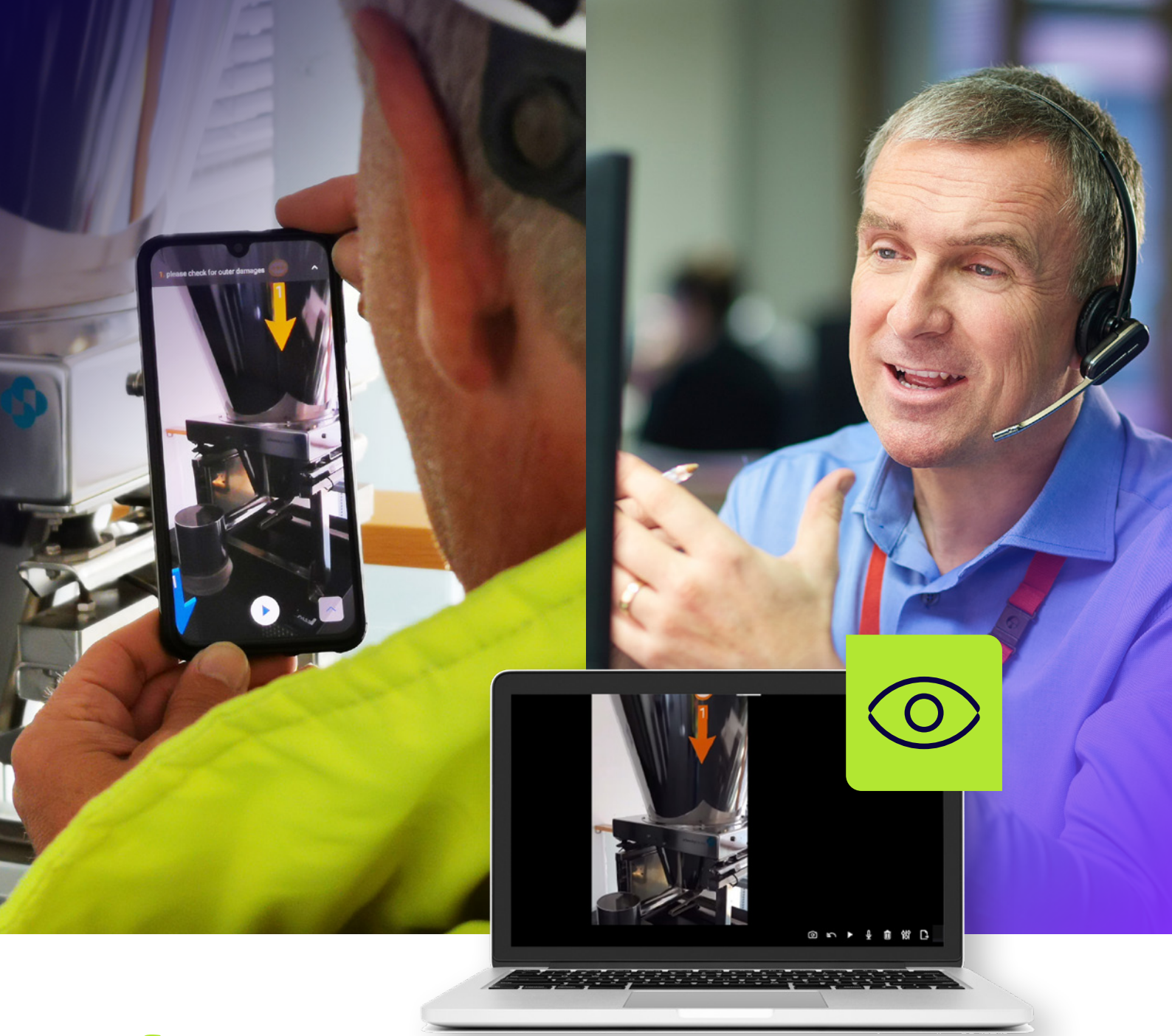
Remote connection
Remote in-depth
analysis and support
of your personnel



Video support
Consultation
including video
streaming and
desktop access

**Mixed reality
interaction**
Access to mobile
devices allows using
audio/video including
augmented reality
information exchange





Smart support with mixed reality

Mixed-reality technology takes our service support to the next level. Using smart glasses or mobile devices, your on-site team can connect with our experts in real-time. They see what you see – guiding you step-by-step with visual instructions, highlights, and annotations right in your field of view.

Whether it's troubleshooting, maintenance, or complex repairs, mixed reality helps you solve issues faster, with greater accuracy, and less downtime.

Essentials for effective remote support

Ready when you are

- Competent service experts available
- Equipped with powerful online service tools
- Processes in place to service you quickly

Preparing your service call

- Reliable internet connection and IT regulations approved
- Remote Support Agreement in place
- Min. scope of spare parts available on-site

Your advantages at a glance



Competent

- Long-standing expertise and process knowledge
- Experienced in mechanical and electrical technical aspects across all experts levels up to R&D
- Skilled in up-to-date mixed reality service tools



Fast

- Quick reaction times
- High availability of our service experts
- Quick solution finding



Efficient

- Easy collaboration
- Cost saving through avoidance of traveling cost
- Increased plant uptimes



Real time support
Quick solution finding



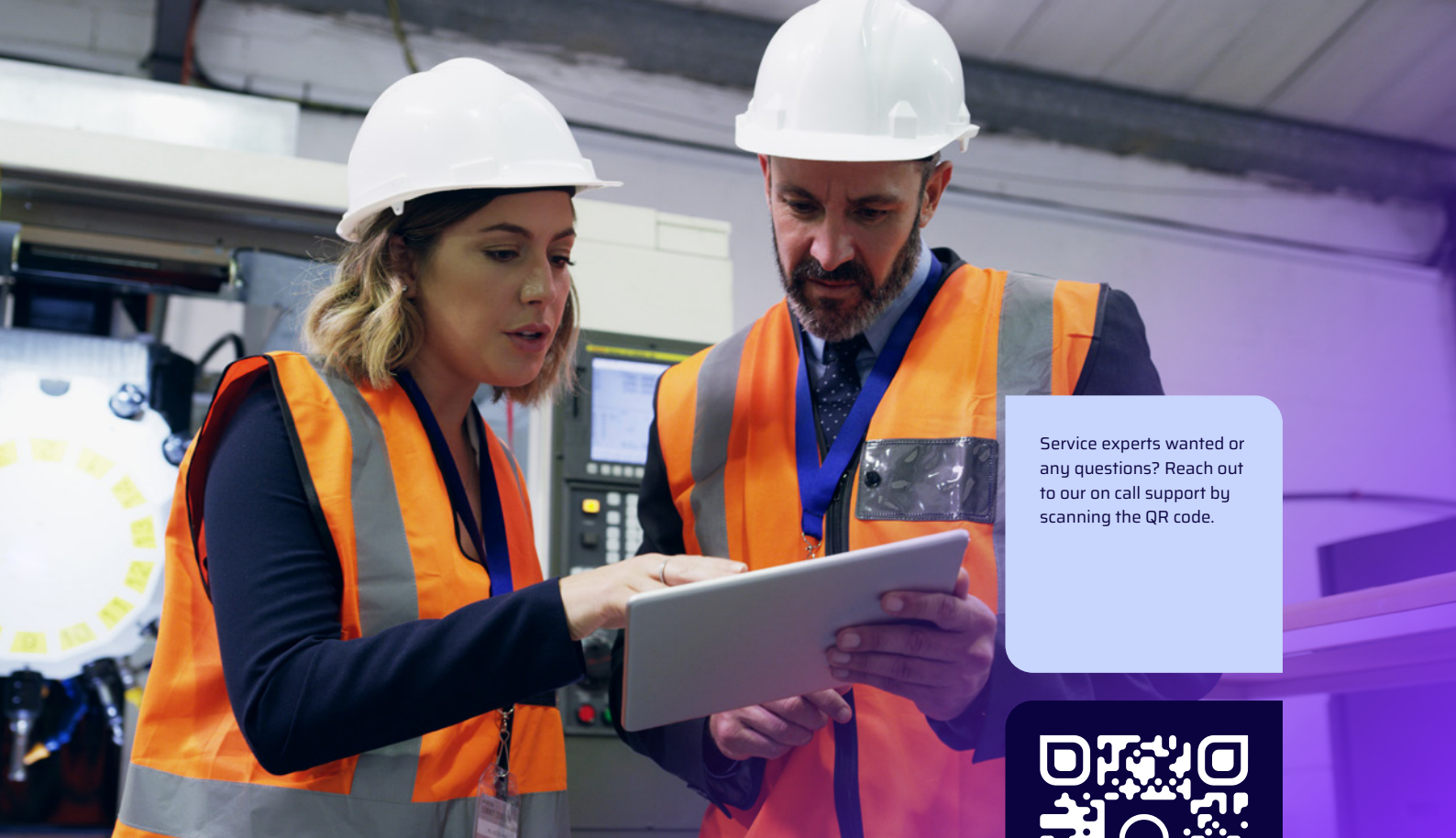
ON CALL Remote Support

We know that the reliable operation of your systems is most important to you. With an **ON CALL** Remote Support Agreement you can get ready for our quick remote support.



	ON CALL
Contract period	No contract period
Standby time (CET)	Monday to Friday * 07:00 to 17:00
Reaction time	Not included
Hours incl.	None
Support fee	None
Hourly rate	€ 195

* Except legal holidays in Hesse, Germany



Service experts wanted or any questions? Reach out to our on call support by scanning the QR code.

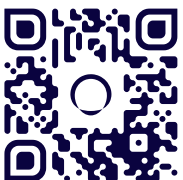


Your options

	ON CALL	CLASSIC 1	CLASSIC 3	PREMIUM 1	PREMIUM 3
Contract period	No contract period	1 calendar year	3 calendar years	1 calendar year	3 calendar years
Standby time (CET)	Monday to Friday * 07:00 to 17:00	Monday to Friday * 07:00 to 17:00	Monday to Friday * 07:00 to 17:00	Monday to Sunday 00:00 to 24:00	Monday to Sunday 00:00 to 24:00
Reaction time	Not included	4 hours	4 hours	4 hours	4 hours
Hours incl.	None	10 hours	10 hours	10 hours	10 hours
Support fee **	None	€ 6,000	€ 4,800	€ 19,200	€ 15,360
Hourly rate	€ 195	€ 150	€ 150	€ 150 (Monday to Friday * 07:00 to 17:00) or € 250 (outside aforementioned period)	€ 150 (Monday to Friday * 07:00 to 17:00) or € 250 (outside aforementioned period)

To prepare for the long term please choose Classic or Premium. * Except legal holidays in Hesse, Germany. ** The support fee relates to up to five systems. For details please get in contact with our service experts using the details below.

Qlar



Still questions? Contact us:
www.qlar.com/contact

02.25 · All information is given without obligation.
All specifications are subject to change.

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