



PRODUCT DATA SHEET – REMOTE SUPPORT CASE WK

01.10.2024

Remote support refers to technical support that is provided remotely without a technician being physically on site. This type of support uses the Internet and other means of communication to help customers with technical problems.

1. Remote Support Overview

The remote support is an expert service helpdesk and provides highly qualified and specialised technical support for complex problems. Using experienced professionals and advanced tools, this helpdesk can not only provide fast and accurate problem resolution, but also proactively contribute to the optimisation and maintenance of the technical infrastructure.

Rapid escalation: Problems that cannot be resolved at the first expert support level are quickly escalated to the next expert service level, minimising long downtimes.

Focused expertise: Customers are given access to specialist knowledge, which increases the quality and precision of problem resolution.

2. Requirement

Valid for machines from the Warp Knitting Machines division, depending on machine age:

Machine age 0-1 year (Warranty): No Remote Support Case
Machine age 1-10 years: One Remote Support Case per case
Machine age 11-20 years: Two Remote Support Cases per case
Machine age 21 years and older: On request

KAMCOS version:

Machines with a KAMCOS 1 or KAMCOS 2 system.

3. Validity

3.1 Remote Support Case

It can be purchased at any time in advance and can be redeemed individually for a machine from the entire machine fleet in the event of service. See section 2. + 4.

Each case flat rate is valid for 36 months from the date of purchase.

After that it expires. There is no entitlement to a pro rata or full refund.

If the service technician can solve the problem within up to 15 minutes, the Remote Service Case is not used. The customer can then use this one for another service case.

In the event that the service case cannot be solved and a service technician has to be offered, the Remote Service Case will be deducted proportionally from the offer value as a discount.

3.2 Service bei Software Produkten der KARL MAYER Gruppe:

In the event of faults, the customer can open a ticket via the input channels offered by the KARL MAYER STOLL Service. Unless otherwise defined, the SLAs from the connectivity agreement apply. <https://www.karlmayer.com/saas/>

4. Product Scope

4.1 Service – Remote Support Case Online WK

As soon as at least one valid connectivity contract in the machine park and machine(s) is/are actively connected to the KM.ON Cloud, the customer automatically receives the more favourable **'Service - Remote Support Online WK'** tariff.

This includes 1x Remote Support Case Online

- Support and advice by phone, email, Remote Service and Customer Portal ticket from Remote Support for all enquiries relating to electronics, mechanics and textile technology
- Recognising operating errors and supporting the machine and maintenance personnel in correcting them
- Viewing log files to analyse the situation (sending the log files by email/attachment to the ticket for non-networked machines)

For machines connected to KM.ON Cloud; carrying out remote diagnostics by Remote Support such as

- 'Service Case' related access to the machine by KARL MAYER specialists. (only accessible via Customer Portal 'myKM.ON' - Remote Service)
- Remote troubleshooting in the machine/system
- Adjusting parameters or entering values in processors at the higher-level control level
- Retrieve log files to analyse the situation
- 'Chat function' for direct communication from the machine with our service specialists
- 'Whiteboard' for viewing images together, for example, with the option of adding comments and annotations

Valid for machines up to 20 years old.

Each Remote Service Case is valid for 36 months from the date of purchase.

4.2 Service – Remote Support Case WK

This includes 1 x Remote Support Case

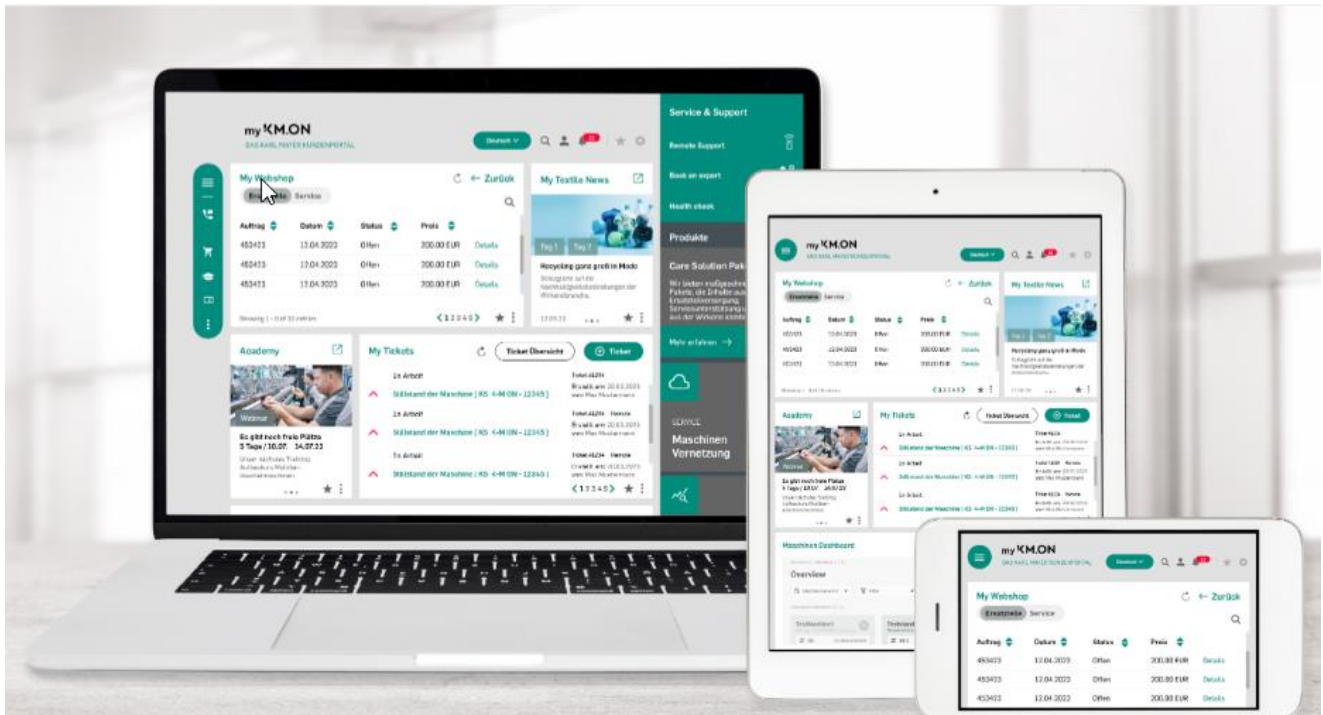
- Support and advice by telephone, e-mail, remote service and customer portal ticket from remote support for all enquiries relating to electronics, mechanics and textile technology
- Recognising operating errors and supporting the machine and maintenance personnel in correcting them
- Viewing log files to analyse the situation (sending the log files by e-mail / file attachment to the ticket)

5. Obligations of the Customer:

To effectively describe a fault on a machine and enable a quick solution, a customer should provide the following information:

1. machine data:
 - machine type and serial number of the machine.
2. fault description:
 - A detailed description of the fault: What exactly is happening (or not happening)?
 - When and how often does the fault occur?
 - Under what circumstances (operating conditions, specific tasks) does the fault occur?
3. error messages:
 - Exact wording of error messages or codes shown on the display or control panel.
4. previous measures:
 - All previous troubleshooting measures that have already been carried out.
 - Spare parts that have already been replaced.
5. visual evidence:
 - Photos or videos of the fault or machine in fault condition.
6. logs:
 - Log files of the machine

6. Customer Portal “myKM.ON”



Log In:

Once the solution has been activated by KARL MAYER STOLL Service, the customer can use the application. Access to the ticket is web-based using logins via the KARL MAYER STOLL customer portal myKM.ON.

Customer portal: <https://customerportal.karlmayer.com>

Registration in the customer portal is required for this. During the registration process in the customer portal, a comparison is automatically made with the user authorizations of the respective user. To ensure a single sign-on for both the customer portal and access to the digital solutions from KARL MAYER STOLL, the customer must register with a unique and always the same e-mail address.

7. Availability of service and service level

The global service is available at least at the following times (local time of the service location) and languages. Additional telephone charges may apply.

Telephone Germany +49 6104/402-1000

E-Mail: service4you@karlmayer.com

	Worldwide	
Days	Monday-Thursday	Friday
Operation Hour	08:00 O'clock - 17:00 O'clock (MEZ)	08:00 O'clock - 13:30 O'clock (MEZ)
Language	English/German	English/German

We are constantly working on optimising our service support, please refer to our website for extended service telephone numbers and times if necessary.

Service Hotlines | KARL MAYER

The response time is within 48 hours at the latest, according to local working days is the period in which KARL MAYER STOLL begins to process a fault reported by the customer.