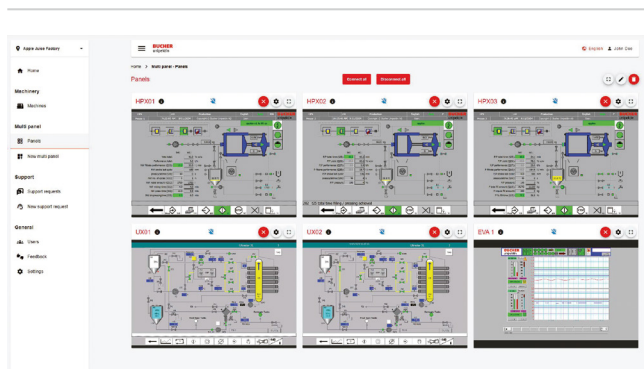


 **NetServicePlus**



**Advantages
of your
NetServicePlus**

- Free delivery of the necessary hardware
- Communication link between router and Bucher Unipektin
- Fast response time and error analysis
- Remote connection to one or more control panels
- Free of charge for 5 hours of remote support per year and a discounted rate for additional hours
- Access to extended stand-by service



Description

NetServicePlus is the follow-up product to the previous remote service products NetService Connect and NetService Access. A remote connection enables our experts to securely access your machines and systems worldwide. This enables us to make quick and precise diagnoses, localise faults and, if possible, fix them immediately. You therefore benefit from faster support and the comprehensive expertise of our experts. NetServicePlus also offers you further advantages, which are listed in detail below.

Hardware

The introduction of the new NetServicePlus requires the installation of new hardware. The costs for this will be covered by us, so you will not incur any additional costs.

Communication

The internal costs for maintaining the network connection between the router and Bucher Unipektin are included.

Access to operating panels

You can view individual panels of your machines and systems from anywhere and operate them with the appropriate rights. You can now use the multi-panel function to display and operate multiple control panels simultaneously, and the views can be individually configured and saved.

Extended Stand-by-Service

During the season (September to October), we offer our on-call service outside normal office hours:

Monday–Friday	16:00–21:00
Saturday	08:00–20:00
Sunday	09:00–12:00

Support hours free of charge

You are provided with 5 remote support hours per year free of charge. The portal provides you with an overview of your hourly credit and the various ticket times. For any additional remote support hours, we offer you a reduced hourly rate of CHF 180 instead of CHF 220.

Security

It goes without saying that our remote service solution fulfils the highest requirements concerning cyber security. This includes the latest encryption technologies as well as 2-factor authentication and more. Customisations to your company's internal security guidelines is also possible if required.

Requirements

- Account in our customer portal mybucherunipektin
- Router must be switched on and connected
- Existing network infrastructure to all remote-capable machines and systems

Interested?

You can book NetServicePlus via our Unipektin customer portal myBucherUnipektin. If you do not yet have access to our customer portal, we will be happy to set this up for you. Register at www.my.bucherunipektin.com or contact us via the technical support.

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Products and Services

Process technology for the processing of fruit and vegetables into juices, concentrates and purees production, for brewing solutions, for filtration, for milk powder production, for vacuum drying of liquid and solid products, freeze drying of coffee, tea, fruit, vegetables, etc. Technology for the dewatering of municipal and industrial biosolids and the filtration of drinking water.

Products

Fruit reception lines, mills and crushers, mash heaters, hydraulic presses, extractors, membrane filtration equipment, cold block equipment, adsorbers, ion exchangers, evaporators, dealcoholisation and aroma systems, pasteurisers, CIP systems, vacuum and freeze drying cabinets and belt dryers, zeolite adsorbers, complete processing lines, tank farms, storage and processing tanks, mixing and dosing stations

Services

Bucher customer portal and digital services, process development and project engineering, assembly and commissioning, technical support, original spare parts, inspection and maintenance, test centers, Bucher Academy