

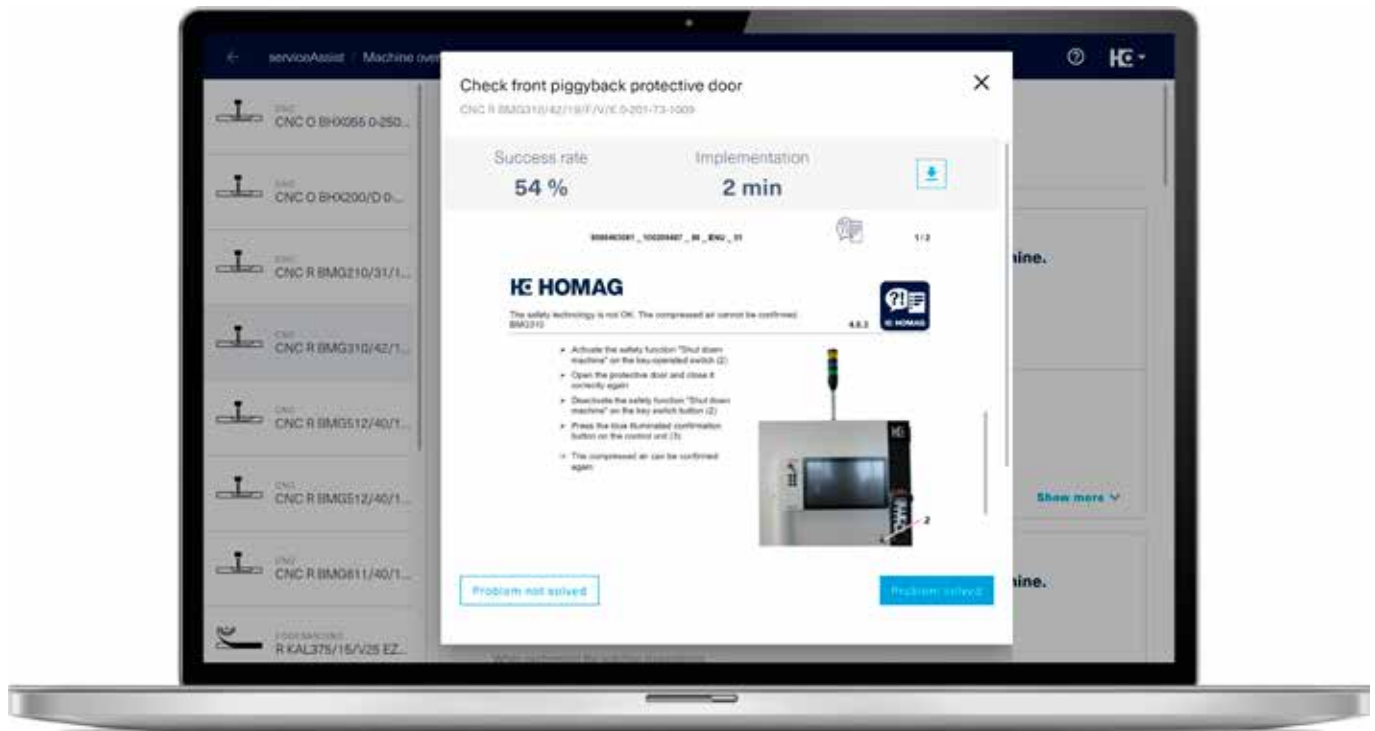


# Turning to technology for answers is easier than ever before – I just open an app.

## **serviceAssist**

### **Digital support for every machine operator.**

What do you do when unfamiliar error messages are displayed on the machine? How can you prevent unexpected standstills? There are situations in which even experienced machine operators do not know what to do. The serviceAssist app will help you find a solution quickly in exactly these moments – without direct assistance from a HOMAG service team member. Get started with a digital assistant in the service area and take the next step toward digital support for every machine operator.



Clear list of all messages per machine, with details on the implementation time involved and the probability of success.

## Your benefits at a glance:

- ✓ With the free serviceAssist Classic license, you already receive benefits including the license for the remote diagnostics technology serviceRemote
- ✓ In many cases, machine operators can prevent potential malfunctions themselves and therefore increase the availability of the system
- ✓ Increased machine up-time and availability thanks to fast troubleshooting
- ✓ **Additional:** Fast help by connecting to ServiceBoard if the suggestions were unhelpful
- ✓ **Spare parts history:** Overview of all spare part orders
- ✓ **Maintenance overview:** Overview of the maintenance work that is due for each machine or for all of the machines
- ✓ **Remote maintenance diagnostics:** Overview of the previous remote diagnostics performed with the machine

## Special features:

The serviceAssist app is available with a Classic or Advanced license. Classic is available free of charge for every machine you connect to tapio. Advanced is available on selected machines (see “Technical Data” on our website for machine list). The actual functionality depends on your machine and may vary.

- **Classic:** Includes the license for the remote diagnostics technology of the future – serviceRemote, an overview of your remote diagnostics history and access to your machine documentation via the web app.
- **Advanced:** Solution suggestions with instructions (step-by-step) for specific error messages

