

 Ebook

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CUSTOMER HELP CARE KIT

CONCETTI ENHANCES REMOTE TECHNICAL SUPPORT

Concetti Enhances Remote Technical Support.

Starting from **June 1, 2025**, our remote technical support service (**Hotline via Phone / WhatsApp / Email / Teleservice**) is evolving to offer you greater efficiency, security, and flexibility.



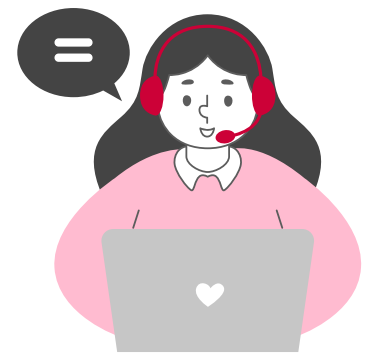
Key Updates:

- ✓ **Extended Hours:** Support available from **6:00 AM to 10:00 PM (UTC+1)** for greater coverage. **Weekend and holiday hours** will be: **8:00 AM – 12:30 PM / 2:00 PM – 5:30 PM.**
- ✓ **Secure and Personalized Access:**
A **recognition token** will be required to use the service.
- ✓ **New Pricing Model. Support will be charged as follows:**
 - **Annual Support Contract:** immediate and priority service
 - **On-Demand Assistance:** available upon quotation, subject to processing and approval times (pay per use)
- ✓ **Support will remain free:** for customers with at least one system under warranty, until the warranty expires



Special Activation: 6 Months Free!

To let you experience the new service, until **December 31, 2025**, hotline access will be completely free for all customers.



Starting January 1, 2026, the service will be available for:

- ✓ Customers with an **Annual Service Contract**
- ✓ Got one system under warranty? Then all your Concetti systems on site get remote support—until that warranty runs out
- ✓ **On-Demand Assistance** via quote approval (pay-per-use)

Weekend Support Available Starting Now!



You can already take advantage of our **Holiday and Weekend Service**, available every **Saturday and Sunday**, excluding excluding Easter, Easter Monday, December 8, December 25–26, January 1 and 6.

Holiday/Weekend Hours:

8:00 AM – 12:30 PM / 2:00 PM – 5:30 PM



NEED MORE INFORMATION?

Get in touch with us at
hotline@concetti.com

WE'RE HERE TO HELP!