

AVENTUS Remote Support

Through the AVENTUS Service-Hotline, you can quickly access technical support and our remote experts.

Your Benefits

- Faster fault analysis
- Shorter downtime
- Faster return to operation
- Direct access to technical experts
- Reduced travel and service costs
- Higher system availability

Remote support enables efficient problem resolution, often without having to wait for an on-site visit.

How to Get Support

- Contact the 24/5 Service-Hotline
- Receipt and initial assessment of the request
- Secure remote connection, if needed
- Support from the appropriate specialist

The Service-Hotline remains the central point of contact and coordinates further support.

Requirements for Remote Support

- Internet access at the facility
- Secure remote maintenance connection via VPN
- Approval from the customer's IT department
- Optional: Visual assistance via smartphone or tablet

Securely Connected

- VPN-based remote maintenance connection
- Encrypted communication
- Access only when necessary
- Coordination with the customer's IT department

EQ-No. + Contact Details



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