

## MACOTEC CUSTOMER SERVICE

Always with you,  
Wherever you are



### Advantages of Macotec Yearly Basic agreement

The ability to identify an anomaly at distance and the rapidity with which is solved are essential actions to keep your plants more efficient, cost-effective over time and reducing any machine downtime.

Advantages of this service are:

- Right to call Macotec's headquarters to access to technical support for assistance
- Phone technical assistance for the plants, by highly qualified personnel having mechanics, electronics, programming and glass cutting processing experiences
- Storing and management, by central data system **Macotec Customer Data Service (MCDS)**, with timely registration of all the installed plant: from assistance request (from registration to the closure), to archiving and back-up of all the parameters and machine data, therefore, always remain available in the event of an eventual need of restoration action

For accession to the contract and service information, login on [macotec.it](http://macotec.it) and enter the section **CUSTOMER SERVICE MACOTEC**